
2020 Survey of Veteran Enrollees' Health and Use of Health Care

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Data Findings Report

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Executive Summary

The Department of Veterans Affairs (VA) operates the country's largest and most comprehensive, integrated health care system through the Veterans Health Administration (VHA). The Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) provides an overall characterization of Veterans who are enrolled in VA's health care system. Main topics addressed in the survey include enrollees' health insurance coverage, prescription drug use, health and smoking status, readiness to utilize digital health care platforms, and enrollees' perceptions of VA and non-VA health care facilities. This report presents the findings from the 2020 Survey of Enrollees. Data were analyzed in relation to demographic factors that were relevant to enrollees when determining their use of VA health care services.

Overview of the Survey of Enrollees

Given the large and growing Veteran population requiring health care services, VHA seeks input from enrolled Veterans to better understand their health care needs. Veterans who served on active duty for at least 24 continuous months and who were honorably discharged from military service are eligible to enroll in the VA for health care. To facilitate Veteran input, the VHA Chief Strategy Office conducts the annual Survey of Enrollees with more than 42,000 Veterans who are enrolled in VA's health care system.

Survey data include enrollees' health status, insurance, VA and community health care use, pharmaceutical use, attitudes and perceptions about VHA services, socioeconomic demographics, trends in smoking, digital access, and other pertinent data not available through any other VHA databases. Survey data help inform policy decisions on Veteran health care and serve as a means for VHA projections on enrollment, utilization, and cost. VHA also uses this information to understand the variability in enrollee access, utilization, and perceptions of VA health care services.

The Survey of Enrollees provides an in-depth picture of enrollees' characteristics, health status, available health care options, and use and perceptions of VA health care.

The VA has conducted 18 iterations of the Survey of Enrollees since 1999. The first nine iterations of the survey were conducted solely via telephone interview before transitioning to a

multi-mode technique. The two modes of data collection for the 2020 Survey of Enrollees were paper and web data collection, with strategies aimed at maximizing online responses.

Methodology

The target population for VA’s 2020 Survey of Enrollees included all Veterans enrolled in VA Health Care as of September 30, 2019 residing within the 50 U.S. states, District of Columbia, Puerto Rico, or the U.S. Virgin Islands. The VHA enrollment file was used to construct the sampling frame that represents the target population. The sampling frame for the 2020 Survey of Enrollees excluded Veterans with incomplete contact or stratification information, such as those with invalid addresses, those missing gender data, and those with a listed age greater than 110 or less than 17 years old.

The sample was stratified by geographical health care markets, enrollee type, and priority group. For administrative purposes, the VA is divided into 18 geographical administrative areas called Veterans Integrated Services Networks (VISNs). VISNs are further divided into health care markets. Enrollee type is defined by the Veteran’s date of enrollment in the VA health care system. If a Veteran enrolled in VA Health Care on or prior to the enactment of the current enrollment system (March 31, 1999, the date reform was enacted), the Veteran was identified as a pre-enrollee. Veterans with enrollment dates after March 31, 1999 were defined as post-enrollees. Priority groups define a Veteran’s priority for VA health care services. Priority groups range from one to eight, with Group 1 being the highest priority. For the purposes of analysis, Priority Groups 1-3 were classified into one stratum, Priority Groups 4-6 into a second stratum, and Priority Groups 7-8 into a third stratum.

Data collection for the 2020 Survey of Enrollees occurred in two waves to allow better targeting of the sample stratification cells and ensure that all cell quotas were met. Wave 1 fielding began on April 20, 2020, and wave 2 began on July 1, 2020. Fielding ended on August 23, 2020. A total of 134,176 enrollees were invited to participate in the survey and 44,135 enrollees returned a completed survey.

The 2020 survey data were weighted so that the findings were representative of the entire enrollee survey sampling frame, which totaled 8,725,547 Veterans enrolled in the VA health care system.

Demographic and Socioeconomic Characteristics

In the 2020 enrollee survey sampling frame, enrollees classified in Priority Groups 1-3 remained the largest proportion of enrollees, at 53.6 percent. The proportion of enrollees in Priority Group 1 continued its steady increase, reaching 30.9 percent in 2020 from 23.6 percent in 2016. Over the same period, the percentage of enrollees in Priority Group 5 dropped from 22.2 percent in 2016 to 17.9 percent in 2020. The proportion of enrollees younger than 45 years old increased slightly from 20.3 percent in 2016 to 21.4 percent in 2020, while the proportion of enrollees ages 45-64 declined from 31.5 percent to 30.1 percent over the same period.

Slightly more than half (56.6%) of the enrollees reported an annual household income of \$35,000 or higher, an increase from 2019 (52.8%). Between 2019 and 2020, national trends of unemployment increased overall, increasing from 3.6 percent to 8.6 percent among civilians and from 3.1 percent to 6.4 percent among Veterans. Enrolled Veterans' unemployment rate also increased, from 9.2 percent in 2019 to 12.9 percent in 2020.

Consistent with findings from 2019, most enrollees were male, married, and non-Hispanic White. While the single largest service-era component of the enrollee population remained those who served during the Vietnam War (36.5%), enrollees who served during the post-2001 era are a growing component of the VA enrollee population and continued an upward trend from 25.2 percent in 2017, to 26.7 percent in 2018, to 27.7 percent in 2019, and to 29.1 percent in 2020.

One in five enrollees (20.5%) served in Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), or Operation New Dawn (OND), a proportion that has been growing steadily since 2017. Among OEF/OIF/OND enrollees, 93.3 percent reported having served in a combat or war zone, compared to 48.3 percent of enrollees overall who reported having done so.

Health Insurance Coverage

Veterans have varied health insurance coverage, including Medicare, Medicaid, TRICARE, and private insurance. The availability of other public or private insurance coverage is an important factor related to enrollee use of VA health care services.

In 2020, about one in five enrollees (19.1%) reported having no other public or private insurance coverage, consistent with findings for 2019 (19.6%). Similar to 2019, lack of insurance coverage was highest among enrollees who were under age 45 (36.7%) or who had an annual income of less than \$35,000 (27.0%). Also similar to 2019, enrollees in Priority Groups 4-6 were more likely to be uninsured (22.9%) than those in Priority Groups 1-3 (19.0%) or Priority Groups 7-8 (14.7%).

Prescription Drug Coverage and Use

To understand enrollees' reliance on the VA for prescription drugs, the 2020 Survey of Enrollees included questions about prescription drug coverage and prescription drugs obtained from community sources as well as through the VA. Most enrollees (80.9%) reported having health insurance, but prescription drug coverage rates varied significantly by insurance type. While a large majority (82.5%) of enrollees' private health insurance plans included prescription medication coverage, approximately one-third (33.8%) of enrollees with Medicare reported having prescription drug coverage under Medicare Part D. Rates of both types of coverage for prescription drugs remained similar to those in 2019.

Of the enrolled Veterans who reported taking at least one prescription drug in the last 30 days, approximately two-thirds (63.9%) obtained one or more of their prescription medications from the VA. These enrollees reported receiving an average of 3.5 prescription medications from the VA, similar to 2019. Enrollees tended to obtain either all of their prescription medications from the VA or none of their prescription medications from the VA. Nearly half of enrollees (46.9%) reported being entirely reliant on the VA for their prescription medications in the past 30 days, while slightly more than one-third (34.7%) obtained none of their prescription medications from the VA.

Health Status

The 2020 survey gathered information about enrollees' perceived health status by asking enrollees to rate their health relative to other people their own age. A majority of enrollees

A majority of enrollees perceived their health as "good" or better.

A majority of enrollees reported either no disability or a low-level disability with regard to fundamental functions of self-care or tasks necessary for independent functioning as a member of a community.

However, one in five enrollees had one or more functional limitations with activities of daily living which required at least some assistance from family, friends, or neighbors.

viewed their health as excellent/very good/good (73.8%). Enrollees with household incomes of less than \$35,000 and those in Priority Groups 1-3 were less likely than higher-income enrollees or those in Priority Groups 4-6 and 7-8 to rate their health as "good" or better.

The 2020 Survey of Enrollees also gathered information about enrollees' functional limitations with (a) Activities of Daily Living (ADLs), which are fundamental functions of self-care such as

bathing, eating, getting in or out of bed or a chair, using the toilet, walking around the house, and dressing; and (b) Instrumental Activities of Daily Living (IADLs), which are tasks necessary for independent functioning as a member of a community, such as preparing meals, managing money, doing household chores, using the telephone, taking medications properly, getting to places in the community, scheduling medical services, and driving or using public transportation. Enrollees identified tasks requiring at least some assistance from family, friends, neighbors, or others by using the options "completely dependent," "some assistance needed," or "no assistance needed or not applicable."

The majority of enrollees reported no disability or a low-level disability (80.2%), whereas 6.6 percent had one or two ADL disabilities and 13.2 percent had three, four, or five ADL disabilities. Disability was less prevalent among enrollees in the lowest Priority Groups (7-8) and those with higher levels of income (\$35,000 or more). Three or more ADL disabilities was most common among those in Priority Groups 4-6 (14.7%), those age 65 years or older (15.0%), and those earning less than \$35,000 per year (17.3%).

Smoking and Tobacco Use

The questions about smoking behaviors in the 2016, 2017, 2018, 2019, and 2020 Survey of Enrollees were modeled after the Behavioral Risk Factor Surveillance System (BRFSS), a national health survey conducted by the Centers for Disease Control and Prevention (CDC). Enrollees were classified into six groups based on their responses to the smoking questions: (1) never smokers, (2) ever smokers, (3) current smokers, (4) recent unsuccessful quitters, (5) former smokers, and (6) recent successful quitters.

In 2020, 56.6 percent of enrollees were classified as ever smokers and 13.3 percent were current smokers, which was a noticeable decrease from 2019 (14.6%) and lower than the most recent smoking rate of adults in the U.S. age 18 years or older (14.2%). Enrollees who were current smokers were more heavily represented by those who were in Priority Groups 4-6, under 65 years of age, or American Indian/Alaska Native non-Hispanic, and those who were lower income earners, uninsured, unemployed, or reporting fair/poor health. Smoking rates were also higher among enrollees who accessed the VA health care system in 2019 than among enrolled Veterans who did not use the system during the same period.

Slightly more than half (54.2%) of current smokers made a recent quitting attempt but were unsuccessful. More than one-third (34.7%) of these recent unsuccessful quitters used non-nicotine prescription medications or nicotine replacement therapy to help with their quitting effort. Nicotine replacement therapy, non-nicotine prescription medications, and tobacco cessation counseling services were the top three VA resources that the enrollee smokers were aware of and willing to use. Enrollee smokers showed more interest in using the Stay Quit Coach application than using the SmokefreeVET text messaging or the 1-855-QUIT-VET helpline.

Approximately 5.1 percent of enrollees reported using smokeless tobacco every day (3.2%) or some days (1.9%), and a total of 3.5 percent reported using e-cigarettes or other vaping products, either every day (1.5%) or some days (2.0%).

The percentage of enrollees who were current smokers declined from 14.6 percent in 2019 to 13.3 percent in 2020, which is lower than the most recent smoking rate of adults in the U.S. age 18 years or older (14.2%).

Over the past five years, the rates of ever smokers declined from 60.3 percent in 2016 to 56.6 percent in 2020.

Nearly one in 20 enrollees (5.1%) reported using smokeless tobacco and 3.5 percent reported using e-cigarettes or other vaping products either every day or some days.

Digital Access to VA Information and Resources

Access to the Internet

Slightly more than four in five enrollees (81.3%) reported using the Internet occasionally or on a more frequent basis, indicating a slight increase from 2019 (79.1%). Similar to 2019, Internet use varied with age, income, and priority group. Enrollees who were younger than age 45, those who had higher annual incomes (\$35,000 or more), and enrollees in the highest priority groups (Priority Groups 1-3) claimed the highest rates of Internet use (98.8%, 90.6%, and 87.7%, respectively), with enrollees ages 45-64 also reporting high Internet use rates (90.5%). Internet use among enrollees under the age of 45 was 30 percentage points higher than the rate of Internet use among enrollees 65 years of age or older.

Enrollee Internet users accessed the Internet most frequently from home (91.3%), via a mobile device (50.1%), or at a workplace (27.9%), with mobile device Internet use up from 42.3 percent in 2019. Cell phone plan, cable modem service, and Wi-Fi hot spot were the top three services enrollees used to access the Internet (58.6%, 50.9%, and 26.8%, respectively).

Use of My HealthVet Website

The 2020 Survey of Enrollees retained several questions from the 2019 survey about the My HealthVet (MHV) website, an online personal health record portal for Veterans and active duty service members, as well as their health care providers and dependents. In response to questions regarding MHV, two-thirds of enrollee Internet users (66.0%) said that they were aware of the website, which is a significant increase from 2019 (57.4%). Among the enrollees who were aware of MHV, 59.8 percent said that they used the website as compared to 61.2 percent of enrollees who were aware of MHV and said they used it in 2019.

Among MHV users, the five most frequently cited reasons for using MHV were: looking at VA appointments (76.1%), searching for health information (75.4%), refilling prescriptions (69.5%), checking lab results (68.8%), and communicating with health care providers through secure email (62.2%).

Enrollees' Views of VA Health Care

Experience and Satisfaction with Health Care Provided at VA and non-VA Facilities

The 2020 survey asked enrollees to assess their experience and satisfaction with VA health care facilities and VA-paid health care at non-VA facilities (community care). A total of 64.3 percent of enrollees reported using VA health care services at a VA facility on or after January 1, 2019. More than one in five enrollees (23.1%) reported using VA-paid health care at a non-VA facility during the same period, which is a notable increase from 2019 (19.6%).

A large majority of enrollees – ranging from 80.0 to 89.2 percent – responded favorably about their experiences with scheduling appointments, facility access, and interactions with provider personnel regardless of whether they received care at VA facilities or from community care. However, compared to those who received health care at a VA facility, enrollees who received community care reported slightly more positive experiences across all appointment scheduling measures and for wait times after arriving for an appointment. The largest differences in enrollees' experiences between VA and non-VA facilities concerned perceptions about wait times after arriving for an appointment, the ability to get appointments within a reasonable time, and the availability of appointments at convenient hours and days. The proportions of enrollees who responded favorably about these aspects of their care were 3.7, 2.5, and 2.4 percentage points higher, respectively, for non-VA facilities than for VA facilities.

Veterans younger than age 45 tended to report better experiences at non-VA facilities than VA facilities, while Veterans 65 years or older reported better experiences at VA facilities than non-VA facilities.

In terms of satisfaction, enrollees responded favorably – ranging from 73.9 to 90.6 percent – about their interaction with health care providers, participation in decision-making, and ability to get referrals for specialist care or special equipment regardless of whether they were treated at VA or non-VA facilities. Enrollees were most satisfied with the first domain, the way in which health care providers interacted with them. Enrollees scored VA facilities slightly higher than non-VA facilities with regard to the way their privacy was respected (90.6% versus 88.7%) and the respect they received from the health care professionals (89.5% versus 88.4%). The vast majority of enrollees expressed satisfaction with participation in decision-making about their health issues at both VA and non-VA facilities. Enrollees were least satisfied with

their ability to get referrals for specialist care or special equipment. Satisfaction ratings for this aspect of their health care were almost the same at non-VA and VA facilities (74.3% and 73.9%, respectively).

Veterans younger than age 45 tended to be more satisfied with interactions with providers, decision-making, and referrals at non-VA facilities than at VA facilities, while Veterans 65 years or older were generally more satisfied at VA facilities than non-VA facilities on these measures.

Reasons for Using Health Care Services Other Than Those Provided by VA

Slightly more than half (51.0%) of enrollees indicated that they used health care services other than those provided or paid for by VA, a slight decrease from the 2019 survey (52.5%). The most frequently cited reasons were “easier access to care” provided by these non-VA providers (64.1%) and having an existing provider outside VA who they “really like and trust” (63.1%). Enrollees with higher incomes were more likely to respond in this manner. While enrollees in higher priority groups (Priority Groups 1-3) were more likely to cite easier access to care as a top reason to use non-VA health care services, enrollees age 65 or older were more likely to do so because they had an existing provider outside VA who they “really like and trust.”

Over one-third (34.2%) of enrollees used non-VA health care services because they had a condition requiring immediate attention and could not get an appointment at VA. Nearly four in ten (39.0%) of those with an annual household income under \$35,000 reported this as a reason for using non-VA health care services. A smaller percentage of enrollees used other facilities because of prior dissatisfaction with VA care (22.7%). Enrollees in Priority Groups 1-3 or those younger than 45 years old were more likely to cite these two reasons. More than one in seven enrollees who used non-VA health care services (15.3%) did so because they perceived themselves as ineligible to receive the needed service at a VA facility. These enrollees tended to be younger than 65 years old and in Priority Groups 4-6 and 7-8.

Current and Planned Future Use of VA

Nearly one-third (31.2%) of enrollees said that they currently used VA services to meet all of their health care needs. In terms of future use, 44.3 percent of all enrollees said that they planned to use VA Health Care as their primary source of health care. This was followed by 14.7 percent who said that they would use it as a safety net and 13.6 percent who said that they

would use it for service-related disability or physical or mental health conditions. Enrollees in Priority Groups 1-3 and 4-6 were more likely to plan to use VA as their primary source of care, as were enrollees younger than 65 years of age, and those with lower household incomes.

Trust in VA

Of all enrollees, 77.5 percent indicated that they either “strongly agree” or “somewhat agree” that they trusted VA to fulfill our country’s commitment to Veterans, a 3.2 percentage point increase from 2019 (74.3%). Enrollees in Priority Groups 4-6, those who were age 65 years or older, and those with annual incomes less than \$35,000 expressed the highest levels of trust (“strongly agree”) in the VA to fulfill our country’s commitment to Veterans (52.2%, 52.3%, and 51.3%, respectively).

Conclusion

Findings from the 2020 Survey of Enrollees were generally consistent with those from prior years, with the following noteworthy differences between 2019 and 2020:

- The percentage of enrollees who were current smokers declined from 14.6 percent to 13.3 percent between 2019 and 2020, which is lower than the most recent smoking rate of adults in the U.S. age 18 years or older (14.2%).
- In 2020, two-thirds of enrollee Internet users (66.0%) indicated that they were aware of the My HealthVet (MHV) website, which is a significant increase from 2019 (57.4%).
- More than one in five enrollees (23.1%) reported using VA-paid health care at a non-VA facility, which is a notable increase from 2019 (19.6%).

The findings presented in this report provide the VA with insight on current health care efforts and help inform VHA’s health care planning and future projections.

Overview of the Survey of Enrollees **1**

The Department of Veterans Affairs (VA) operates the country's largest and most comprehensive, integrated health care system through the Veterans Health Administration (VHA). All Veterans who served on active duty for at least 24 continuous months and who were honorably discharged from military service are eligible to enroll in the VA. Given that more than 14 million Veterans currently are eligible to receive care from the VA, it is important for VHA to understand their health care needs. The intent of the Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) is to collect information about enrollees' health care needs, along with demographic and socioeconomic factors that affect usage patterns, to help inform VHA's health care planning and future projections.

VHA provides primary and specialty care, a comprehensive pharmaceutical benefits package, and ancillary services to its enrollees through a geographically dispersed network of 170 medical centers and 1,074 outpatient sites.¹ For administrative purposes, the VA is divided into 18 geographical administrative areas called Veterans Integrated Services Networks (VISNs). VISNs are further divided into health care markets. Markets are health care areas within each VISN that have a sufficient population and geographic size to benefit from the coordination and planning of health care services and to support a full health care delivery system.²

VHA serves approximately nine million enrolled Veterans annually. Between 2003 and 2015, an estimated 1,965,000 Veterans who served in Operation Enduring Freedom, Operation Iraqi Freedom, and Operation New Dawn (OEF/OIF/OND) became eligible for VA Health Care, and approximately 62 percent of these Veterans have obtained health care from VA. The three most common diagnoses were musculoskeletal ailments, mental disorders, and ill-defined conditions (conditions that do not have an immediately obvious cause or isolated laboratory test abnormalities).³ At the same time, almost half of Veterans enrolled in VA Health Care are over

¹ Veterans Affairs website, <https://www.va.gov/health>. Accessed September 27, 2020.

² Veterans Affairs website, <https://catalog.data.gov/dataset/veterans-integrated-services-networks-visn-markets-submarkets-sectors-and-counties-by-geog>. Accessed September 27, 2020.

³ Analysis of VA Health Care Utilization among Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), and Operation New Dawn (OND) Veterans. (January 2017). Accessed September 27, 2020. <https://www.publichealth.va.gov/docs/epidemiology/healthcare-utilization-report-fy2015-qtr3.pdf#>.

age 65. VA Health Care must continue to be prepared to serve both aging Veterans and the rapidly growing, relatively young and diverse group of Veterans who served in OEF/OIF/OND.

Given the evolving demographics of the Veteran population requiring health care services, VHA seeks input from enrolled Veterans to better anticipate their health care needs. To facilitate Veteran input, the Assistant Deputy Under Secretary for Health conducts the Survey of Enrollees annually with more than 42,000 Veterans who are enrolled in VA's health care system. The purpose of this report is to present findings from the 2020 Survey of Enrollees.

1.1 Background of the Survey of Enrollees

The Survey of Enrollees gathers information about factors influencing enrollees' decisions to use VHA services or any non-VA health care programs. Survey data include enrollees' health status, insurance, VA and community health care use, pharmaceutical use, attitudes and perceptions about VHA services, socioeconomic demographics, trends in smoking, awareness and willingness to use smoking cessation products and services offered by VA, and other pertinent data not available through any other VHA database. The survey also asks questions about enrollees' recent use of health care that was paid by VA, but at a non-VA provider. Survey data help inform policy decisions on Veteran health care and serve as a means for VHA projections on enrollment, utilization, and cost.

The 2020 Survey of Enrollees marked the 18th iteration of the survey dating back to 1999. The first nine iterations of the survey were conducted solely via telephone interviews. Beginning in 2012, VA implemented a multi-mode approach to the survey involving telephone, mail (paper), and web data collection. The 2020 data collection plan provided for paper and web data collection, with a contingency for Computer Assisted Telephone Interviews (CATI) should the minimum response goals not be met at the close of survey fielding. Ultimately, the survey team did not conduct CATI interviews in 2020 because all response goals were satisfied using paper and web survey modes.

Advanced Survey Design (ASD), LLC led the 2020 Survey of Enrollees project. ASD is a service-disabled Veteran-owned small business. ASD specializes in automated survey data collection and project management. ASD teamed with Avar Consulting (Avar), Inc. to support survey methodology and design, data analysis, and help desk tasks. ASD also utilized Data Recognition Corporation (DRC) to support paper survey production, mailing, and processing.

1.2 Methodology

The target population for VA's 2020 Survey of Enrollees included all Veterans enrolled in VA Health Care as of September 30, 2019 who resided within the 50 U.S. states, District of Columbia, Puerto Rico, or the U.S. Virgin Islands

The VHA enrollment file was used to construct the sampling frame that represents the target population. The VHA enrollment file contains the records of all Veterans enrolled in VA Health Care. The sampling frame for the 2020 Survey of Enrollees excluded Veterans with incomplete contact or stratification information, such as:

- Enrollees with missing or incomplete stratification information (i.e., Veterans Integrated Service Network (VISN), market, enrollee type, and/or priority group);
- Enrollees with a missing street address, city, state, or zip code;
- Enrollees with street address values that are not actual street addresses. Examples of such street address values are 'GENERAL DELIVERY,' 'NEED ADDRESS,' 'NO KNOWN ADDRESS,' 'STREET ADDRESS UNKNOWN,' 'ADD ADDRESS,' 'DELETE,' 'NULL,' and 'NONE;'
- Enrollees with missing gender data; and
- Enrollees with a listed age greater than 110 or less than 17 years old.

With these adjustments, the final sampling frame totaled 8,725,547 Veterans.

Each Veteran record included variables used for stratifying the sample. The stratification variables used were VISN, market, enrollee type, and priority group. VISN and market represent the geographical location of the enrollee. Enrollee type is defined as pre-enrollee or post-enrollee. In 1999, Congress enacted VA health care reform that determined Veteran enrollment type based on enrollment date. If a Veteran was enrolled on or prior to March 31, 1999, the date reform was enacted, the Veteran was identified as a pre-enrollee. Veterans with enrollment dates after March 31, 1999, were defined as post-enrollees. Priority groups define a Veteran's priority for VA health care services. Priority groups range from 1-8, with Priority Group 1 being the highest priority. Priority groups are based on multiple factors, to include the Veteran's service-connected disabilities, income, and other factors such as prisoner of war status or receipt of a Purple Heart. Figure 1-1 defines priority groups and eligibility requirements.

Figure 1-1. VA eligibility categories and priority groups⁴

Priority group	Eligibility requirements
1	<ul style="list-style-type: none"> ▪ Veterans with VA-rated service-connected disabilities 50% or more disabling ▪ Veterans determined by VA to be unemployable due to service-connected conditions ▪ Veterans awarded the Medal of Honor (MOH)
2	<ul style="list-style-type: none"> ▪ Veterans with VA-rated service-connected disabilities 30% or 40% disabling
3	<ul style="list-style-type: none"> ▪ Veterans who are Former Prisoners of War (POWs) ▪ Veterans awarded a Purple Heart medal ▪ Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty ▪ Veterans with VA-rated service-connected disabilities 10% or 20% disabling ▪ Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, “benefits for individuals disabled by treatment or vocational rehabilitation”
4	<ul style="list-style-type: none"> ▪ Veterans who are receiving aid and attendance or housebound benefits from VA ▪ Veterans who have been determined by VA to be catastrophically disabled
5	<ul style="list-style-type: none"> ▪ Nonservice-connected Veterans and non-compensable service-connected Veterans rated 0% disabled by VA with annual income below the VA’s and geographically adjusted income limits (based on resident zip code) ▪ Veterans receiving VA pension benefits ▪ Veterans eligible for Medicaid programs
6	<ul style="list-style-type: none"> ▪ Compensable 0% service-connected Veterans ▪ Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki ▪ Project 112/SHAD participants ▪ Veterans who served in the Republic of Vietnam from January 9, 1962, to May 7, 1975 ▪ Persian Gulf War Veterans who served from August 2, 1990 to November 11, 1998 ▪ Veterans who served on active duty at Camp Lejeune for at least 30 days between August 1, 1953, and December 31, 1987 ▪ Currently enrolled Veterans and new enrollees who served in a theater of combat operations after November 11, 1998 and those who were discharged from active duty on or after January 28, 2003, are eligible for the enhanced benefits for five years post-discharge
7	<ul style="list-style-type: none"> ▪ Veterans with gross household income below the geographically-adjusted income limits for their resident location and who agree to pay copayments
8	<ul style="list-style-type: none"> ▪ Veterans with gross household income above the VA and the geographically-adjusted income limit for their resident location, and who agree to pay copayments

For sampling efficiency, the sampling frame was stratified into 570 strata by market, enrollee type, and priority group. The purpose of this stratification was to ensure an adequate number of completed surveys for the following analytic domains:

⁴ VA priority groups, <https://www.va.gov/health-care/eligibility/priority-group>. Accessed September 27, 2020.

- Individual VISN markets (n=95);
- Enrollee type (pre-enrollee, post-enrollee) (n=2); and
- Priority groups (n=3) with priorities 1, 2, and 3 being one strata; priorities 4, 5, and 6 being a second strata; and priorities 7 and 8 being the third strata.

The VA defined strata completion requirements as follows:

1. Ensure at least 350 completed cases by market;
2. Ensure at least 350 completed cases in each priority group by VISN;
3. Ensure that at least 30 percent of the completed cases are pre-enrollees (compared to 15 percent in the population); and
4. Ensure a total of 42,000 completed cases.

The 2020 Survey of Enrollees initially invited all sampled enrollees to complete a web-based survey. Approximately one month later, paper surveys were mailed to all non-responders in the sample excluding Veterans identified as deceased by next of kin and Veterans who notified the survey team that they refused to participate. Data collection for the 2020 survey was implemented in two waves. The first wave sample was developed based on strata completion requirements and an estimated 30% response rate. The second wave sample was developed using an adaptive design based on wave 1 response rates and remaining strata requirements. Wave 1 fielding began April 20, 2020, and wave 2 began July 1, 2020. Fielding ended August 23, 2020. Table 1-1 lists the number of sampled Veterans derived from the sampling design, the number of changed or invalid addresses, and the resulting number of Veterans who received a letter inviting them to participate in the survey. A total of 134,176 enrollees were invited to participate in the survey.

Table 1-1. Number of sampled Veterans and changed or invalid addresses

	Wave 1	Wave 2	Total
Sampled Veterans	119,151	19,636	138,787
Changed or Invalid Addresses	4,529	82	4,611
Invited Veterans	114,622	19,554	134,176

The 2020 survey received a total of 44,135 completed questionnaires. A summary of completed surveys by mode is shown in Table 1-2. Of note, the percentage of completed web surveys increased by approximately 8 percent from 2019 to 2020, while the number of completed paper surveys decreased by 8 percent from 2019 to 2020. Table 1-3 provides a comparison of the 2018, 2019, and 2020 designs.

Table 1-2. Number of completed surveys by mode

Web survey completes	Paper survey completes	Telephone survey completes	Total completes
19,750	24,385	0	44,135
44.7%	55.3%	0.0%	100%

Table 1-3. Comparison of Survey of Enrollees design, 2018, 2019, and 2020

	2018	2019	2020
Weighted population of Veteran enrollees	8,614,563	8,704,243	8,725,547
Weighted population as of:	September 2017	September 2018	September 2019
Stratified sample size	142,270	139,130	138,787
Sample stratified by:	VISN, market, priority group, pre- and post-enrollee	VISN, market, priority group, pre- and post-enrollee	VISN, market, priority group, pre- and post-enrollee
Number of completed surveys/interviews	43,911	43,904	44,315
Response rate	31%	32%	32%
Surveys/interviews collected during the following timeframe	March 2018 to July 2018	April 2019 to August 2019	April 2020 to August 2020
Mode of data collection	Web, mail, and CATI*	Web, mail, and CATI**	Web, mail, and CATI**

*In 2018, one CATI interview was conducted at the request of the Veteran.

**In 2019 and 2020, no CATI interviews were required.

1.3 Weighting

The stratum base weight was calculated based on the total target population and number sampled. The base weight for a sampled Veteran was the reciprocal of the probability that the Veteran was selected to participate in the 2020 survey (1 / probability of selection). For instance, if all of the Veterans in a stratum were selected, then the probability of selection would

be 1, as would be the base weight. If some in the stratum were not selected, the sampling probabilities would be less than 1. When the probabilities are less than 1, the base weights are greater than 1. This indicates that sampled Veterans would represent themselves plus additional Veterans who were not sampled.

Veterans were selected without replacement so that each Veteran in the sampling frame could be selected only once. The base weights for the responding Veterans were adjusted for nonresponse so that responding Veterans not only represent themselves and Veterans who were not sampled, but also sampled Veterans who did not respond. To account for non-response bias, the survey weights were adjusted for differential rates of response among various subgroups, and thereby reduced the potential for bias. Applying a weighting scheme in this manner enables survey results to be generalized to the entire enrollee population.

Demographic and Socioeconomic Characteristics **2**

Demographic and socioeconomic information provides insights into the Veteran enrollee population and their potential health care needs. The Survey of Enrollees asked Veterans several demographic and socioeconomic questions to understand their status better as related to health care. This chapter examines the key characteristics of the VA enrollees and compares the 2020 results to prior years.

2.1 Demographic Overview

Results of the 2020 Survey of Enrollees are weighted to represent the population of Veterans enrolled in the VA health care system. As such, all references to enrollee counts and percentages in this report are derived entirely from weighted survey frequencies and not from the actual populations being discussed. The weighted total for analyses presented in this report is 8,725,547, an increase of 21,304 enrollees from the 2019 report. All results in this report are based on this weighted total, unless otherwise stated. Below are notable statistics about the 2020 enrollees.⁵

Profile of the Average Enrollee

- Male
- 61 years old
- White, non-Hispanic
- Married with dependents

- Women represented 9.0 percent of the enrollee population, but comprised 15.4 percent of enrollees who reported active duty service since 2001.
- The majority of enrollees were married (60.8%), had at least one dependent (52.4%), and lived in an urban area (67.1%).
- Approximately seven in ten enrollees (70.9%) reported only one active duty period of service. Among all enrollees, more than one-third (36.5%) served during the Vietnam era, the most frequently reported period of service, and 29.1 percent of enrollees reported serving after September 2001.
- Nearly half of the enrollees (48.3%) reported exposure to combat.

⁵ Gender, urban/rural, age, and priority group came from the VA administrative data file. Otherwise, results are from survey response data.

2.1.1 Priority Groups

The Veterans' Health Care Eligibility Act of 1996 mandated that the VA establish and implement a priority-based enrollment system to ensure each Veteran is enrolled based on the enrollee's specific eligibility status. For sampling and stratification purposes, the eight VA health care priority groups were collapsed into three separate strata:

1. Priority Groups 1-3 (generally Veterans with service-connected disabilities);
2. Priority Groups 4-6 (Veterans with catastrophic disabilities (Priority Group 4), Veterans with nonservice-connected disabilities or Veterans who have an annual income below the established VA Means Test (MT) threshold (Priority Group 5),⁶ or Veterans who have had exposure to environmental hazards (Priority Group 6)); and
3. Priority Groups 7-8 (generally Veterans with no service-connected disability and who have an annual income above the MT threshold).

In 2020, the largest proportion of enrollees was in Priority Groups 1-3 at 53.6 percent, an increase from 51.5 percent in 2019. Table 2-1 lists enrollees and percentages by collapsed priority group.

Table 2-1. Enrollees by Priority Groups (1-3, 4-6, 7-8)

Priority group	#	%
1-3	4,677,255	53.6
4-6	2,186,963	25.1
7-8	1,861,329	21.3
Total	8,725,547	100.0

⁶ VA uses the MT threshold for the current calendar year to determine whether the Veteran is considered unable to defray the expenses of necessary care. The 2019 VA National Income Threshold for Veterans with one dependent is \$41,005.

<https://www.va.gov/healthbenefits/apps/explorer/AnnualIncomeLimits/LegacyVAThresholds?FiscalYear=2020>.

Accessed September 27, 2020.

Priority Group 1 contained the largest proportion of enrollees at 30.9 percent, followed by Priority Groups 5 and 8 with 17.9 percent and 17.0 percent of enrollees, respectively. Figure 2-1 lists the percentages of enrollees for all eight priority groups.

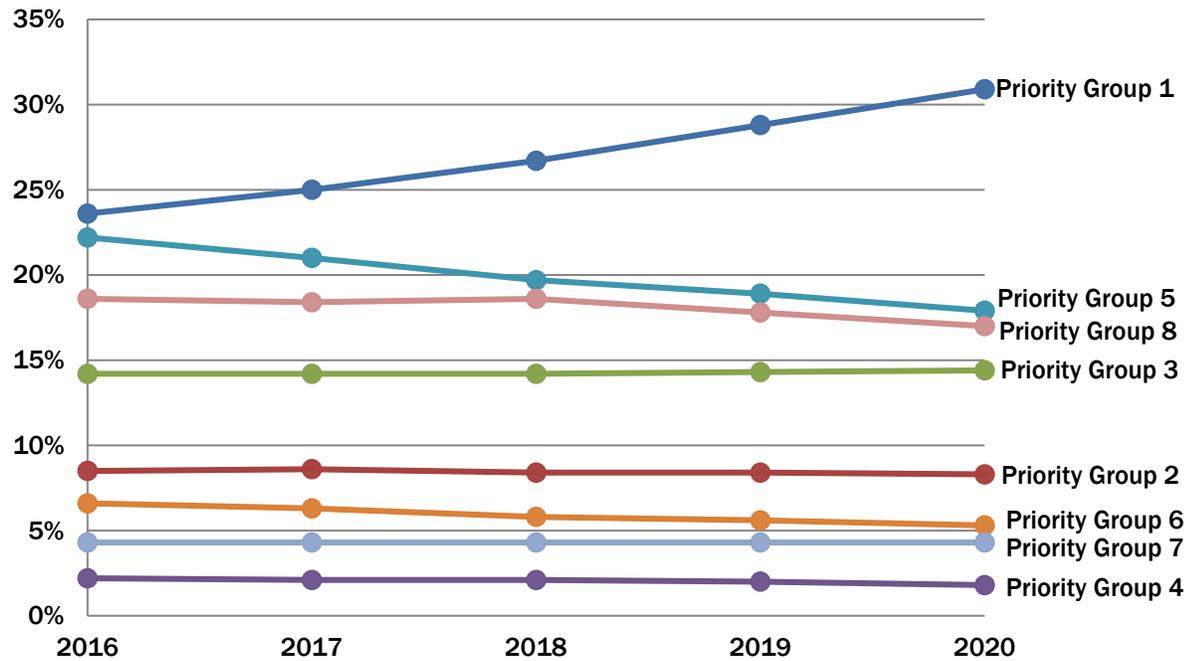
Figure 2-1. Enrollees by priority groups

Priority Group	Number of enrollees	Percent of enrollees by priority group	
1	2,696,921		30.9%
2	722,618		8.3%
3	1,257,716		14.4%
4	158,993		1.8%
5	1,561,284		17.9%
6	466,686		5.3%
7	375,321		4.3%
8	1,486,008		17.0%
Total	8,725,547		

Note: These figures represent enrollees in the survey sampling frame and use priority groups from the VA administrative data file. Percentages may not sum to 100 percent due to rounding.

Changes in Priority Groups. Priority Group 1 continues to grow over time – increasing from 23.6 percent of the enrollee population in 2016 to 30.9 percent in 2020. Over the same period, the percentage of enrollees in Priority Group 5 steadily decreased from 22.2 percent in 2016 to 17.9 percent in 2020. All other priority groups have remained fairly stable over the past five years. Figure 2-2 illustrates percentages of priority groups from 2016 to 2020.

Figure 2-2. Percentage of enrollees by priority group from 2016 to 2020



The survey data indicate that Priority Group 1 is more likely than Priority Groups 2-8 to be younger, female, have served in Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), and/or Operation New Dawn (OND) (collectively referred to as OEF/OIF/OND),⁷ and to have served in a combat zone. According to the National Center for Veterans Analysis and Statistics, while the Veteran population has been declining since 1986, the number of Veterans with a service-connected disability has been on the rise since 2000.⁸ Table 2-2 compares Priority Group 1 to the other priority groups in terms of age, gender, combat service, and service in OEF/OIF/OND.

⁷ Operation Enduring Freedom spans October 7, 2001 through December 28, 2014; Operation Iraqi Freedom spans March 19, 2003 through August 31, 2010; Operation New Dawn spans September 1, 2010 through December 15, 2011. For more information, see Salazar Torreon, B. 2019. *U.S. Periods of War and Dates of Recent Conflicts*. Washington, DC: Congressional Research Service. Available: <https://fas.org/sgp/crs/natsec/RS21405.pdf>

⁸ U.S. Department of Veterans Affairs. 2015. *Trends in Veterans with a Service-Connected Disability: 1985 to 2014*. Washington, DC: National Center for Veterans Analysis and Statistics, 4. Available: https://www.va.gov/vetdata/docs/QuickFacts/SCD_trends_FINAL_2014.pdf

Table 2-2. Comparison of Priority Group 1 to Priority Groups 2-8 by OEF/OIF/OND, age, gender, and combat service

		Priority Group 1 (%)	Priority Groups 2 – 8 (%)
OEF/OIF/OND*	Served in OEF/OIF/OND	35.4	13.9
	Did not serve in OEF/OIF/OND	64.6	86.1
Age*	44 or younger	32.8	16.4
	45 to 64	32.2	29.1
	65 or older	35.0	54.5
Gender*	Male	88.3	92.2
	Female	11.7	7.8
Combat Service	Served in combat zone	70.3	38.5
	Did not serve in combat zone	28.3	59.5

*OEF/OIF/OND, age, and gender data came from the VA administrative data file.

2.1.2 Age

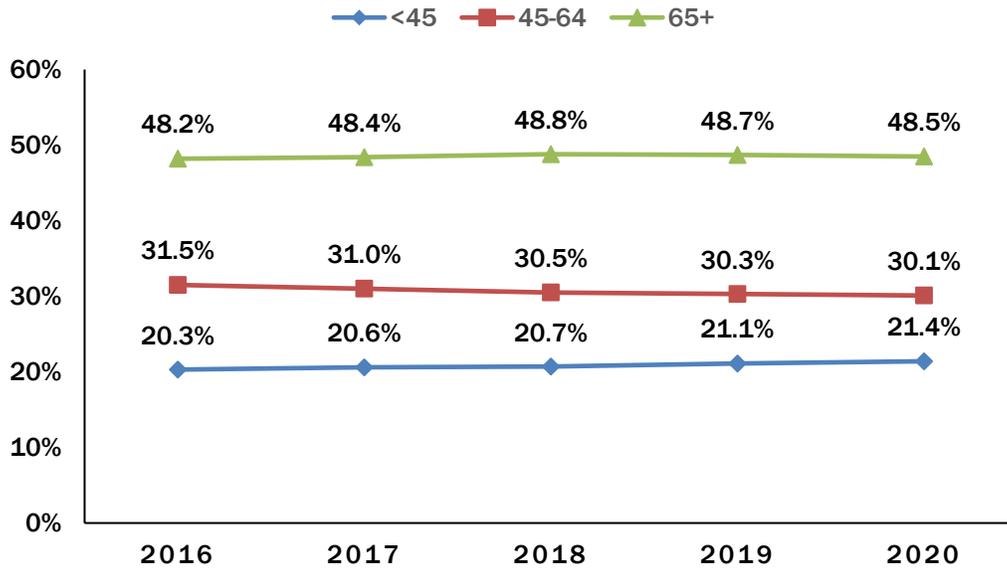
Almost half (48.5%) of 2020 enrollees were age 65 or older, 30.1 percent were between 45 and 64 years of age, and 21.4 percent were younger than 45 years old. The percentage of enrollees who were younger than age 45 has slightly increased over the past four years, whereas the percentage of enrollees ages 45 to 64 has declined over the same period. See Table 2-3 for numbers and percentages of enrollees by age group. See Figure 2-3 for a distribution of enrollee ages from 2016 to 2020.

Table 2-3. Enrollees by age group

Age group	#	%
<45	1,870,331	21.4
45–64	2,623,240	30.1
65+	4,231,976	48.5
Total	8,725,547	100.0

Note: Percentages may not sum to 100 percent due to rounding.

Figure 2-3. Percentage of enrollees by age from 2016 to 2020

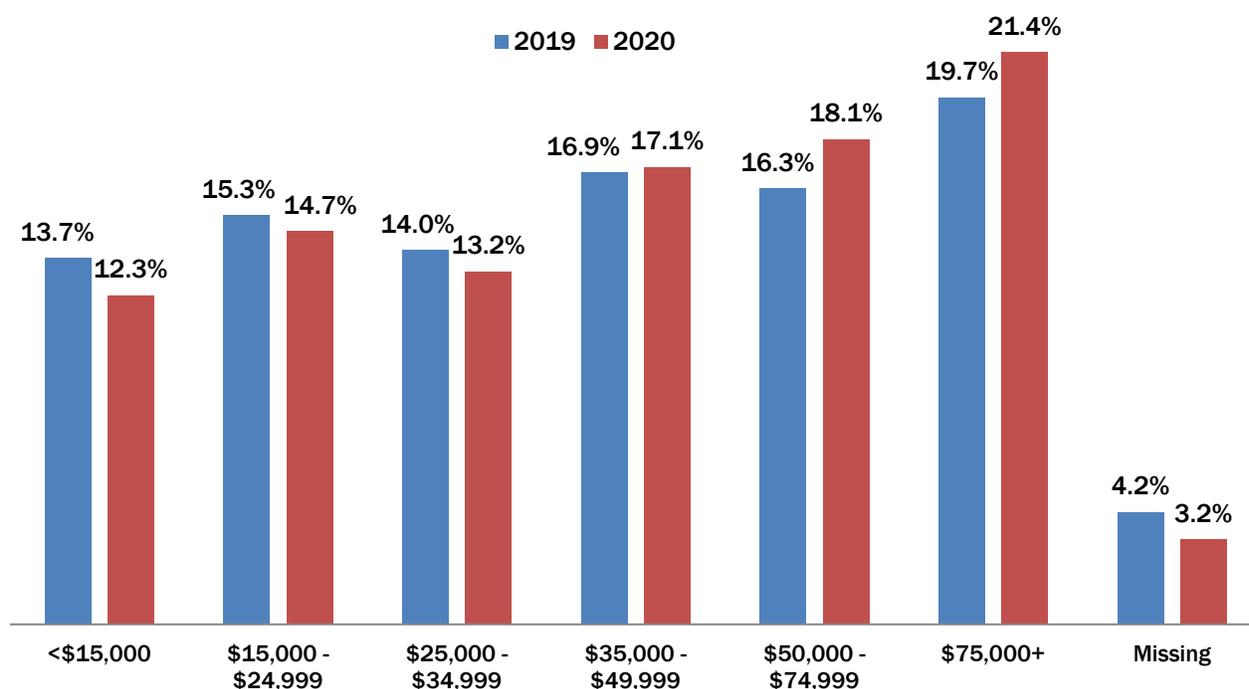


2.1.3 Age Group by VISN

Seven of the VISNs have 50 percent or more enrolled Veterans who are 65 years of age or older. VISN 4 ranked highest in the percentage of enrollees age 65 or older (58.8%), followed by VISN 23 (58.2%) and VISN 2 (54.8%). VISN 5 had the lowest percentage of enrollees age 65 or older at 40.3 percent. Figure 2-4 shows the geographical distribution of enrollees age 65 or older by VISN.

Figure 2-5 compares enrollee income as reported on the 2019 and 2020 surveys. Although the proportions of enrolled Veterans by income category were generally stable over time, changes on each end of the distribution were noticeable. While the \$50,000-\$74,999 income group increased from 16.3 percent in 2019 to 18.1 percent in 2020 and the proportion of enrollees earning \$75,000 or more increased from 19.7 percent in 2019 to 21.4 percent in 2020, the proportion of enrollees earning less than \$15,000 decreased from 13.7 percent in 2019 to 12.3 percent in 2020, the \$15,000-\$24,999 income group decreased from 15.3 percent in 2019 to 14.7 percent in 2020, and the \$25,000-\$34,999 income group decreased from 14.0 percent in 2019 to 13.2 percent in 2020.

Figure 2-5. Percentage of enrollees by income

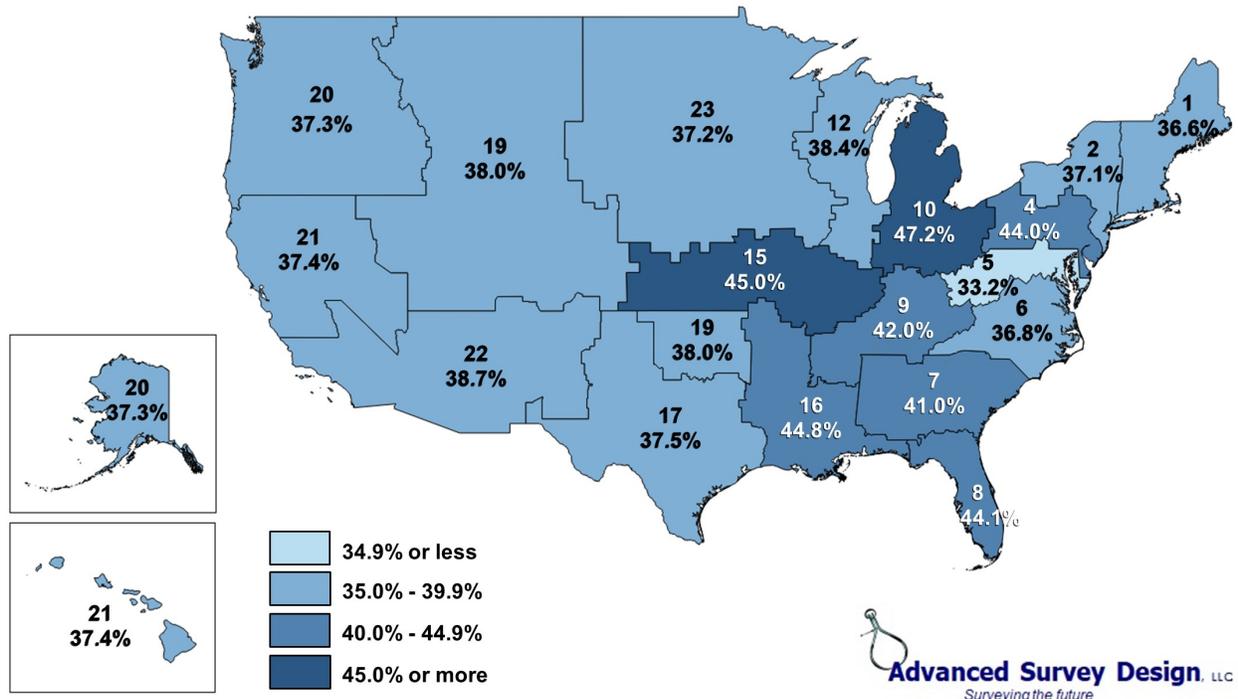


2.1.5 Income Group by VISN

Overall, VISN 10 had the highest proportion of enrollee-reported incomes below \$35,000; about half of enrolled Veterans (47.2%) in this VISN had an annual household income of less than \$35,000 in 2020. VISN 5 had the lowest percentage of enrollees with income less than \$35,000

at 33.2 percent. Figure 2-6 shows the geographical distribution of 2020 enrollees with income less than \$35,000 by VISN.

Figure 2-6. Enrollees with income less than \$35,000, by VISN



2.1.6 Marital Status and Dependents

In 2020, married enrollees continued to represent the majority of the enrollee population. About three in five enrollees (60.8%) reported being married, followed by 15.9 percent who reported being divorced, 8.9 percent who reported they were never married, and 7.3 percent who reported being widowed. The largest change in marital status from the previous year was an increase of 0.6 percent in the proportion of divorced enrollees from 15.3 percent in 2019 to 15.9 percent in 2020, followed by a decrease of 0.4 percent in the proportions of never married enrollees from 9.3 percent in 2019 to 8.9 percent in 2020.

Enrollees were also asked to report the number of dependents they currently support, defined as anyone who relied on the enrollee for at least half of that person’s financial support. About half (52.4%) of the enrollees reported having at least one dependent. Of those with dependents, 34.8 percent of enrollees have one or more dependents under 18 years of age, and 86.0 percent of

enrollees have at least one dependent age 18 or older (not shown). See Table 2-5 for numbers and percentages of enrollees by marital status and by number of dependents.

Table 2-5. Enrollees by marital status and dependents

Marital status	#	%
Married	5,303,466	60.8
Divorced	1,386,532	15.9
Never married	773,944	8.9
Widowed	634,318	7.3
Living with partner, unmarried	341,107	3.9
Separated	176,177	2.0
Missing	110,003	1.3
Total	8,725,547	100
Dependents	#	%
0	3,955,964	45.3
1 - 4	4,434,832	50.8
5 or more	140,857	1.6
Missing	193,894	2.2
Total	8,725,547	100.0

Note: Percentages may not sum to 100 percent due to rounding.

2.1.7 Ethnicity and Race

The most commonly reported ethnicity and race was non-Hispanic and White. Two survey questions were designed to ascertain the ethnicity and race of the enrollee. The first question asked whether enrollees identified themselves as being of Hispanic or Latino origin. A total of 8.8 percent responded “Yes” to this question. The next question asked enrollees to identify their race by selecting all of the racial categories provided that applied. Among these responses, 2.6 percent of enrollees self-identified with two or more races, regardless of Hispanic origin. Overall, more than four in five enrollees (80.7%) self-identified one or more of their races as White, regardless of Hispanic origin, and 14.1 percent self-identified one or more of their races

as Black or African-American, regardless of Hispanic origin. See Table 2-6 for response frequencies for each race and Hispanic origin.

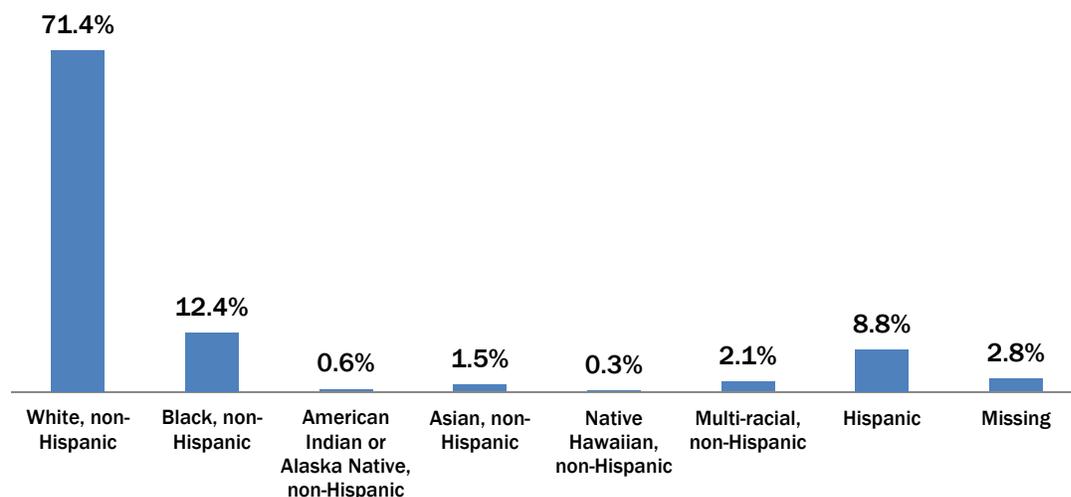
Table 2-6. Number and percentage of enrollees by race and Hispanic origin

Race*	#	%
White	7,044,062	80.7
Black or African-American	1,233,250	14.1
American Indian or Alaska Native	224,209	2.6
Asian	192,337	2.2
Native Hawaiian or Other Pacific Islander	61,338	0.7
Missing	232,511	2.7
Hispanic Origin	#	%
Spanish, Hispanic, or Latino(a)	767,048	8.8
Non-Hispanic	7,781,642	89.2
Missing	176,857	2.0
Total	8,725,547	100.0

*Note: Percentages for racial categories sum to more than 100 percent because respondents could select all that apply. Denominator is all enrollees (N = 8,725,547). Hispanic origin percentages may not sum to 100 percent due to rounding.

Looking at racial and ethnic identity as a single measure, approximately seven in ten enrollees (71.4%) self-identified as White non-Hispanic. Another 12.4 percent self-identified as Black or African-American non-Hispanic. Figure 2-7 shows the mutually exclusive percentage of enrollees by race.

Figure 2-7. Percentage of enrollees by race and ethnicity (mutually exclusive)



Note: Missing values represent those enrollees who did not answer whether they were of Hispanic origin or did not answer the race question. Percentages may not sum to 100 percent due to rounding. Respondents who selected more than one race were categorized as Multi-Racial. Hispanic includes anyone who self-identified as Hispanic, regardless of race.

Race and Ethnicity by Age. As indicated in Table 2-7, the racial and ethnic mix of enrollees varied by age. Enrollees age 65 or older were predominantly White non-Hispanic (80.7%), with only 7.9 percent being Black non-Hispanic and 5.6 percent Hispanic. In comparison, younger enrollees were racially and ethnically more diverse. For example, the proportion of White non-Hispanic enrollees dropped to 63.2 percent among those ages 45-64 and 62.0 percent among those younger than age 45. At the same time, the proportions of Black non-Hispanic enrollees and Hispanic enrollees increased to 19.8 percent and 9.8 percent, respectively, in the 45-64 age group, and increased to 12.1 percent and 14.6 percent, respectively, among those younger than age 45. The proportion of Hispanic-identifying enrollees in the youngest group (14.6%) was more than twice as high as in the oldest group (5.6%).

Table 2-7. Ethnicity and race of enrollees, by age group (mutually exclusive)

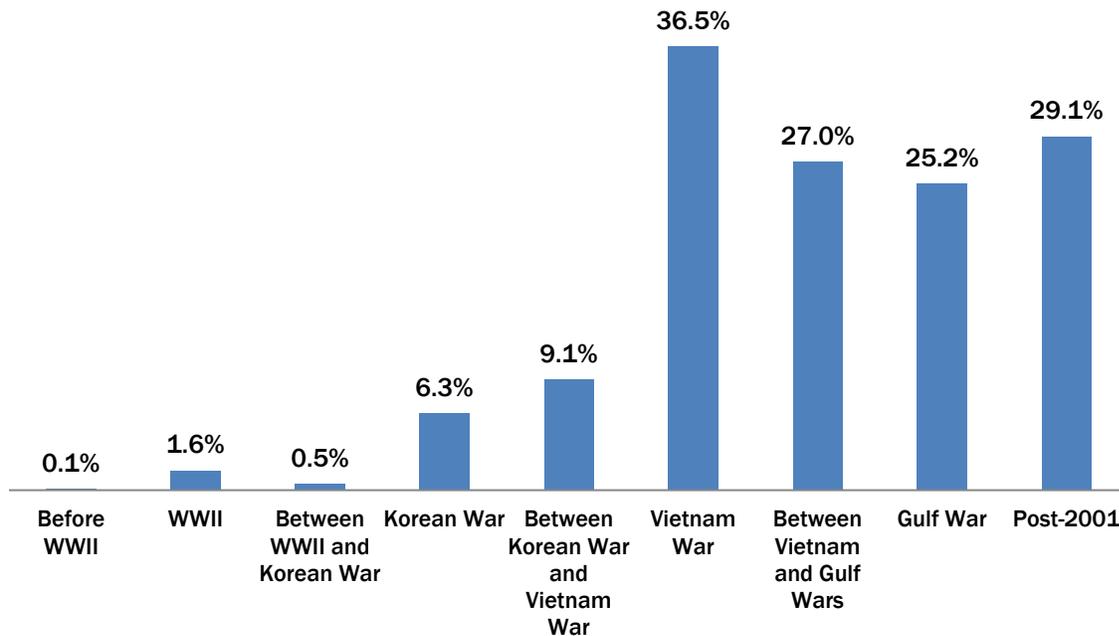
Category	<45		45-64		65+		Total
	#	%	#	%	#	%	
White non-Hispanic	1,159,961	62.0	1,657,269	63.2	3,417,034	80.7	6,234,264
Black non-Hispanic	226,331	12.1	518,536	19.8	333,828	7.9	1,078,695
American Indian/Alaska Native non-Hispanic	NA	NA	21,508	0.8	26,337	0.6	53,231
Asian non-Hispanic	64,929	3.5	36,180	1.4	33,510	0.8	134,619
Native Hawaiian non-Hispanic	NA	NA	10,909	0.4	5,537	0.1	28,646
Multi-racial non-Hispanic	84,445	4.5	60,542	2.3	39,416	0.9	184,403
Hispanic	273,380	14.6	256,135	9.8	237,533	5.6	767,048
Missing	43,699	2.3	62,161	2.4	138,780	3.3	244,640
Age Group Total	1,870,331		2,623,240		4,231,976		8,725,547

Note: "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Hispanic includes anyone who self-identified as Hispanic, regardless of race. Missing values represent those enrollees who did not answer whether they were of Hispanic origin or did not answer the race question.

2.1.8 Active Duty Period of Service/Combat Exposure

The survey asked enrollees to provide information on the period(s) of their active duty military service. Respondents could select multiple periods, if applicable. The largest proportion of the enrollee population served during the Vietnam War (36.5%), followed by post-2001 (29.1%). Another 27.0 percent served during the period between the Vietnam and Gulf Wars, while 25.2 percent served during the Gulf War. Most enrollees (70.9%) reported just one period, followed by 17.5 percent who reported two periods, and 8.3 percent who reported three periods. Fewer than two percent (1.1%) reported four or more periods (not shown). Figure 2-8 shows the percentage of enrollees by service era.

Figure 2-8. Percentage of enrollees by period of service (not mutually exclusive)



Note: Percentages sum to more than 100 percent because enrollees may select multiple periods of service.

World War II – December 1941 to December 1946. Between WWII and Korean War – January 1947 to June 1950. Korean War – July 1950 to January 1955. Between Korean War and Vietnam War – February 1955 to July 1964. Vietnam War – August 1964 to April 1975. Between Vietnam War and Gulf Wars – May 1975 to July 1990. Gulf War – August 1990 to August 2001. Post-2001 – September 2001 or later.

Combat exposure rate of the enrollees has remained consistent. In 2017, a total of 48.0 percent of enrollees reported that they had been involved in, or exposed to, combat during their active duty service. In 2018, 2019, and 2020, a total of 47.8, 47.1, and 48.3 percent reported combat exposure, respectively (not shown).

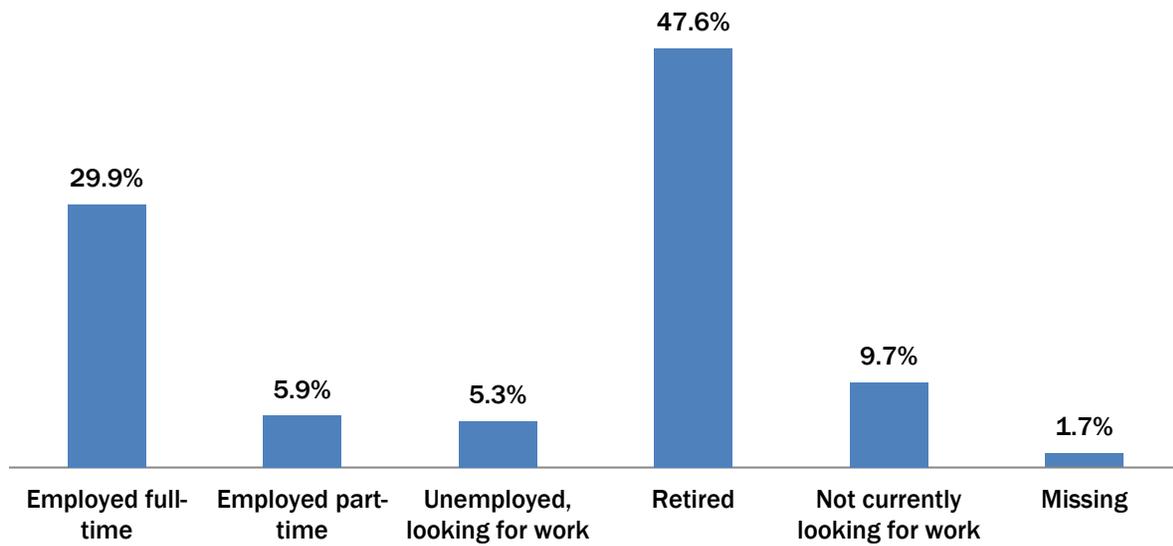
2.1.9 Employment Status

The U.S. economic and employment climates likely affect the number of enrollees seeking health care benefits from the VA, given that most Americans with health insurance get coverage from their employers.⁹ Employment status is calculated from the entire enrollee population. Of all enrollees in 2020, 41.1 percent were in the labor force (employed full-time or part-time or unemployed looking for work), 57.3 percent were not in the labor force (retired or not currently looking for work), and nearly half (47.6%) were retired. Employment rates were slightly lower

⁹ http://www.americanhealthpolicy.org/Content/documents/resources/ESI_CHRO_Concerns_2016.pdf

in 2020 as compared to 2019. In 2019, a total of 36.5 percent of enrollees were employed (full-time or part-time), while in 2020 a total of 35.8 percent of enrollees were employed (full-time or part-time). Unemployed enrollees increased from 3.7 percent in 2019 to 5.3 percent in 2020. These percentages are likely due to national unemployment caused by the COVID-19 pandemic. Additionally, the pandemic likely drove higher unemployment rates across VISNs, as outlined in the next section (2.1.10). Figure 2-9 shows the percentage of enrollees by employment status.

Figure 2-9. Percentage of enrollees by employment status



Employment Status by Age. Employment status varies across age groups. Veterans over the age of 65 are generally not in the labor force (87.3%). The youngest age group (< 45) is more likely than other age groups to be employed full-time (62.1%) or part-time (6.4%). Table 2-8 shows employment status by age group.

Table 2-8. Employment status of enrollees, by age group

Category	<45		45-64		65+		Total
	#	%	#	%	#	%	
Employed full-time	1,160,830	62.1	1,264,970	48.2	185,020	4.4	2,610,819
Employed part-time	119,409	6.4	179,082	6.8	213,411	5.0	511,902
Unemployed, looking for work	223,408	11.9	191,433	7.3	47,958	1.1	462,799
Retired	68,262	3.6	553,386	21.1	3,528,459	83.4	4,150,107
Not currently looking for work	284,306	15.2	393,510	15.0	164,869	3.9	842,684
Missing	14,117	0.8	40,859	1.6	92,259	2.2	147,235
Employment total	1,870,331		2,623,240		4,231,976		8,725,547

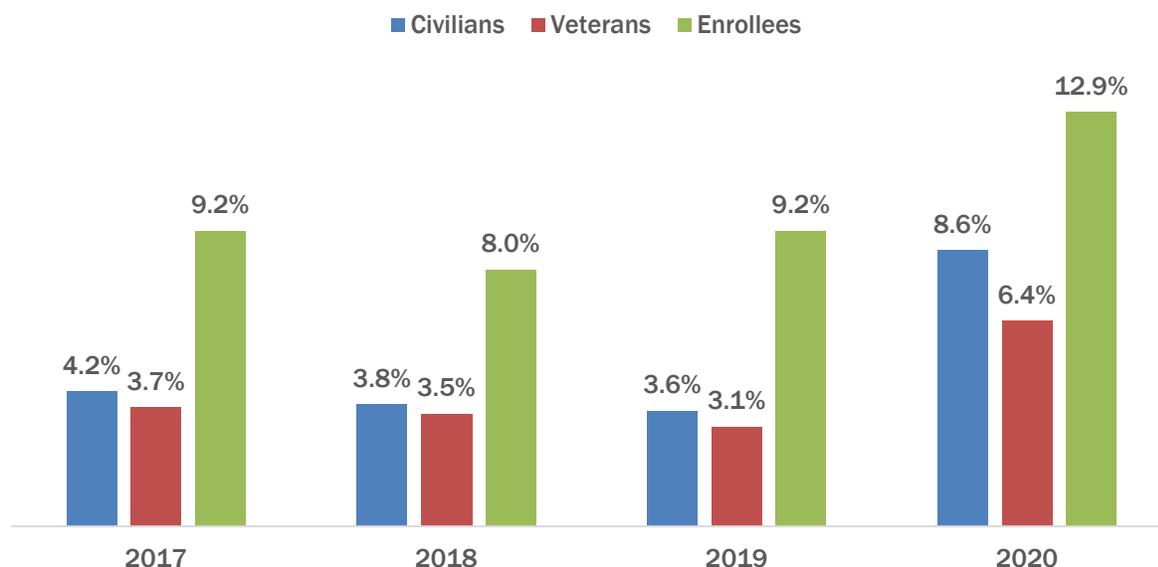
Note: Percentages may not sum to 100 percent due to rounding.

Unemployment Rate. The Bureau of Labor Statistics (BLS) of the U.S. Department of Labor defines the unemployment rate as the number of individuals who do not have a job but are available for work and have actively sought work, divided by the total number of people in the labor force.¹⁰ The labor force comprises those who are either employed or not employed but actively looking for a job.

Overall, the unemployment rate for Veterans is similar to, or slightly lower than, that of non-Veterans. In 2018, a total of 3.5 percent of Veterans were unemployed, compared to 3.8 percent of non-Veterans. Likewise, in 2019, a total of 3.1 percent of Veterans were unemployed, compared to 3.6 percent of non-Veterans. For each of the last four years, the unemployment rate for enrollees has been notably higher than for civilians or all Veterans. In 2020, all Veterans had an unemployment rate of 6.4 percent, followed by civilians at 8.6 percent, while enrollees had an unemployment rate of 12.9 percent. This is an increase of 3.7 percentage points from a 2019 unemployment rate of 9.2 percent. Figure 2-10 shows unemployment rates by civilians, all Veterans, and enrollees over the past four years.

¹⁰ <https://www.bls.gov/cps/lfcharacteristics.htm#unemp>

Figure 2-10. Unemployment rates by population from 2017 to 2020



Note: Data for 2017 through 2019 represent annual estimates. Data for 2020 civilians and Veterans represent unemployment rates as of August 2020. Veterans include Veteran enrollees.

Sources: Civilians and Veterans data, 2016 – 2019: Employment Situation of Veterans Summary Table A. Available: <https://www.bls.gov/news.release/vet.a.htm>

Civilians and Veterans, 2020: Economic News Release, Table A-5, September 22, 2020. Available: <https://www.bls.gov/news.release/empsit.t05.htm>

Unemployment Rate by Enrollee Demographic Characteristics. The unemployment rate is highest among Priority Group 5 enrollees (22.1%), and Black non-Hispanic enrollees (17.4%). Table 2-9 shows the unemployment rates for enrollees by various demographic characteristics.

Table 2-9. Enrollee unemployment rates, by demographic characteristics

Category	Enrollees in labor force (#)	Unemployed enrollees (#)	Unemployment rates (%)
Age group			
<30	199,937	41,841	20.9
30-49	1,637,207	216,276	13.2
50-64	1,301,987	156,723	12.0
65+	446,390	47,958	10.7
Priority group			
Priority Group 1	1,144,619	154,578	13.5
Priority Group 2	401,239	42,983	10.7
Priority Group 3	597,985	59,909	10.0
Priority Group 4	14,188	NA	NA
Priority Group 5	492,763	108,789	22.1
Priority Group 6	195,577	21,681	11.1
Priority Group 7	139,939	17,192	12.3
Priority Group 8	599,209	52,678	8.8
Period of service			
Prior to Vietnam War	62,426	7,873	12.6
Vietnam War	455,684	48,518	10.6
Between Vietnam and Gulf Wars	1,190,472	141,678	11.9
Gulf War	1,475,283	136,508	9.3
Post-2001	1,931,589	252,685	13.1
Ethnicity			
Hispanic	405,629	56,308	13.9
Non-Hispanic	3,143,525	402,978	12.8
Urban/rural			
Urban	2,560,393	339,816	13.3
Rural	1,025,127	122,982	12.0

Table 2-9. Enrollee unemployment rates by demographic characteristics (continued)

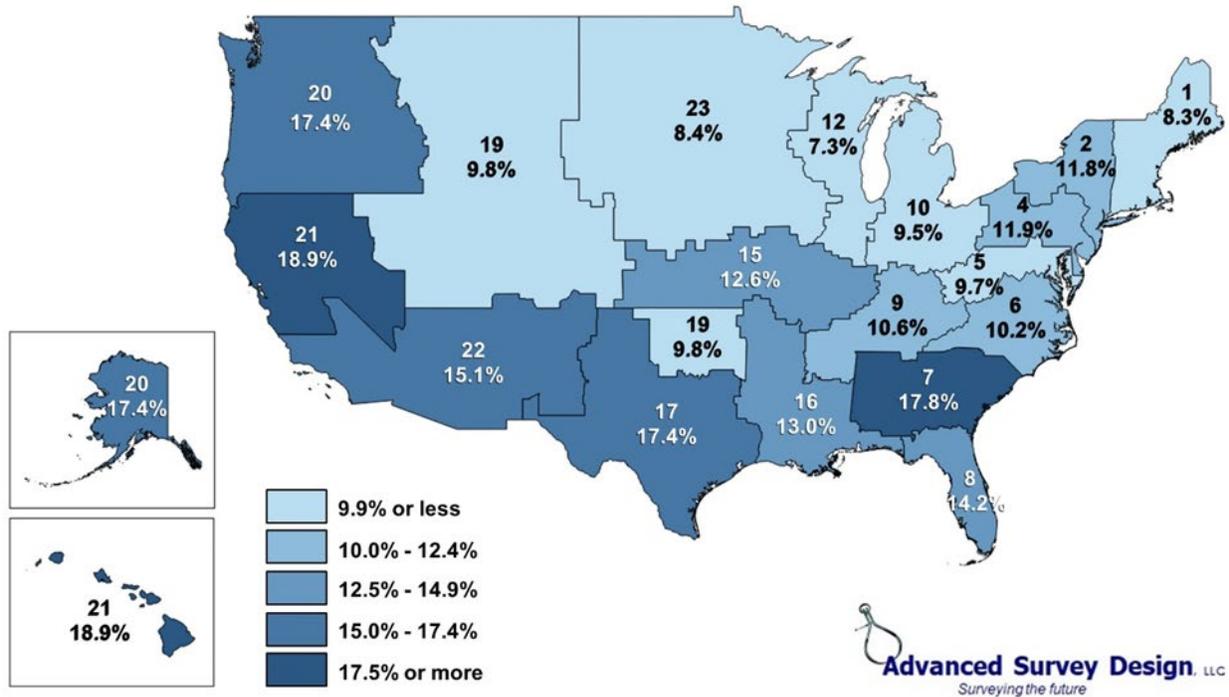
Category	Enrollees in labor force (#)	Unemployed enrollees (#)	Unemployment rates (%)
Race and ethnicity (mutually exclusive)			
White non-Hispanic	2,386,731	268,271	11.2
Black non-Hispanic	506,891	88,295	17.4
American Indian/Alaska Native non-Hispanic	16,493	NA	NA
Asian non-Hispanic	83,650	NA	NA
Native Hawaiian or Other Pacific Islander, non-Hispanic	16,341	NA	NA
Multi-Racial non-Hispanic	101,901	11,987	11.8
Hispanic	405,629	56,308	13.9

Note: "Prior to Vietnam War" includes all enrollees who served before August 1964. Categories are not mutually exclusive, and enrollees can be counted in more than one category. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Respondents who selected more than one race were categorized as Multi-Racial. Hispanic includes anyone who self-identified as Hispanic, regardless of race.

2.1.10 Unemployment Rates by VISN

While the national unemployment rate among enrollees was 12.9 percent in 2020, unemployment was substantially higher in some VISNs. VISNs 21, 7, 20, and 17 had the highest unemployment rates (18.9%, 17.8%, 17.4%, and 17.4%, respectively), followed by VISNs 22, 8, 16, and 15 with unemployment rates ranging from 15.1 percent to 12.6 percent. VISNs 23, 1, and 12 had the lowest unemployment rates, at 8.4 percent, 8.3 percent, and 7.3 percent, respectively. Figure 2-11 shows the 2020 enrollee unemployment rates by VISN.

Figure 2-11. Enrollee unemployment rates, by VISN



OEF/OIF/OND Enrollees. Operation Enduring Freedom (OEF) in Afghanistan took place between October 2001 and December 2014. Operation Iraqi Freedom (OIF) began in March 2003 and ended in August 2010, when Operation New Dawn (OND) began. OND represents a shift from a predominantly military U.S. presence to one that is predominantly civilian, and spanned the period from September 2010 through December 2011. Given that enrollment of post-2001 Veterans continues to increase as a result of the withdrawal of U.S. service members and their release from active duty, a distinct subset of that population includes the OEF/OIF/OND Veterans. Using data from the VA administrative data file to identify these Veterans, notable statistics about the 2020 OEF/OIF/OND enrollee population are as follows:

- The 2020 survey estimates indicated that of the 2,534,948 enrollees who served post-September 2001, more than half (67.9%) have OEF/OIF/OND status.
- Fully 20.5 percent of the total enrollee population served in the OEF/OIF/OND conflicts, representing a slight increase over previous years (18.8% for 2019, 17.8% for 2018, and 16.0% for 2017).

OEF/OIF/OND Enrollees

- 41 years old (average age)
- 12.2% are female
- 93.3% served in combat zone
- 14.8% are Hispanic

- Slightly more than one in ten (12.2%) of the OEF/OIF/OND enrollee population is female, higher than the 9.0 percent of the total enrollee population that is female.
- Enrollees with OEF/OIF/OND status are most likely to be in the youngest age group (younger than 45), making up 67.1 percent of the enrollees age 44 or younger.
- While the majority (61.8%) of the OEF/OIF/OND enrollees are White non-Hispanic, 14.8 percent identified themselves as Hispanic. By comparison, Hispanics account for just 7.2 percent of the non-OEF/OIF/OND enrollee population.
- OEF/OIF/OND enrollees self-reported an unemployment rate of 12.0 percent, which is slightly less than the unemployment rate of the total enrollee population (12.9%).

Public and Private Health Insurance Coverage **3**

Veteran enrollees have varied health insurance options, ranging from private insurance or TRICARE, to those who are eligible for Medicare or Medicaid. Having insurance coverage has been found to be associated with less reliance on VA Health Care.^{11,12} Veterans with dual or triple coverage could experience challenges in continuity and coordination of care. It is therefore important to understand the insurance coverage of VA enrollees and how it has changed over time. This chapter discusses insurance options available to VA enrollees and how the options interact with VA Health Care.

TRICARE. TRICARE is the Department of Defense’s (DoD’s) health care program that serves active duty military and active members of the reserves and National Guard. Veterans are eligible for TRICARE if they are military retirees who have served for at least 20 years. Active duty military and service member families are enrolled in TRICARE at no cost. Retirees and their dependents must pay an annual premium. In 2001, enrollment was extended to retirees over age 65 with the advent of TRICARE for Life, which is wrap-around coverage for those in Medicare. TRICARE for Life pays for costs not covered by Medicare.

**Health
Insurance Options**

- TRICARE
- Medicare
- Medicaid
- Private insurance

Medicare. Medicare is a Federal health insurance program for individuals age 65 or older and those under age 65 with certain disabilities. There are two ways to enroll in Medicare: Original Medicare and Medicare Advantage. Original Medicare is a fee-for-service program that includes Part A (hospital) and Part B (medical) coverage. Part A covers hospital stays but not doctor’s care. Beneficiaries are automatically enrolled in Part A when they enroll in Medicare. Part A beneficiaries do not pay a premium but must meet a deductible before Medicare will cover hospitalization costs. Part B is optional and requires a monthly premium and deductibles. Individuals under the age of 65 who receive disability benefits from Social Security for two years are automatically enrolled in Medicare Part A and Part B. Medicare Advantage (Part C) is a managed care option consisting

¹¹ Borowsky, S. J., & Cowper, D. C. (1999). Dual Use of VA and Non-VA Primary Care. *Journal of General Internal Medicine*, 14(5), 274–280. <http://doi.org/10.1046/j.1525-1497.1999.00335>.

¹² Shen, Y., Hendricks, A., Wang, F., Gardner, J., & Kazis, L. E. (2008). The Impact of Private Insurance Coverage on Veterans’ Use of VA Care: Insurance and Selection Effects. *Health Services Research*, 43(1 Pt 1), 267–286. <http://doi.org/10.1111/j.1475-6773.2007.00743.x>.

of plans offered by private companies that contract with Medicare to provide Part A and Part B coverage.

Individuals have the option to augment Medicare by purchasing Medicare Supplemental Insurance, or Medigap, which is bought from private insurers to pay health care costs not covered by Medicare, such as copayments, deductibles, and health care for travel outside the United States. Some individuals prefer to purchase Medicare Advantage, which is usually provided by Health Management or Preferred Provider Organizations that are approved by Medicare to provide Part A and Part B coverage.

Prescription drug coverage is available separately under Medicare Part D, which is a voluntary prescription drug benefit program available to anyone enrolled in both Medicare Part A and Part B. Since 2006, Medicare beneficiaries have been able to receive coverage for their prescription medications through these private plans. Some Medicare Advantage plans may also provide Medicare Part D coverage. Medicare Part D is discussed in greater detail under Prescription Drug Coverage and Use in Chapter 4.

Medicaid. Medicaid is a state-administered health plan for individuals and families with low incomes and limited resources. Veterans who qualify for Medicaid do not pay copayments for VA Health Care. Prior to the Affordable Care Act (ACA), Medicaid coverage for adults was limited. However, the ACA provides states with additional funding to expand Medicaid to adults with incomes up to 138 percent of the Federal Poverty Level (FPL). This accounts for nearly half of uninsured Veterans and about one-third of their family members who are eligible for Medicaid coverage under the ACA in states with the expanded coverage.¹³ In most states, individuals with disabilities who receive Supplemental Security Income (SSI) automatically qualify for Medicaid coverage.

Private Insurance. Private insurance is available when provided through a Veteran's employer, spouse, or other non-Federal source, including state marketplaces established under the Affordable Care Act.

¹³ Haley, J., & Kenney, G.M. (May 2012). Uninsured Veterans and Family Members: Who Are They and Where Do They Live? (Timely Analysis of Immediate Health Policy Issues). Washington, DC: Robert Wood Johnson Foundation/Urban Institute. <http://www.urban.org/sites/default/files/alfresco/publication-pdfs/412577-Uninsured-Veterans-and-Family-Members-Who-Are-They-and-Where-Do-They-Live-.pdf>

3.1 VA Enrollment

As in previous years, the 2020 Survey of Enrollees first asked respondents whether they were enrolled in VA Health Care. Despite the fact that all respondents are enrolled according to administrative records and have access to VA health care services, 4.5 percent indicated that they were not enrolled and another 9.9 percent indicated that they were not sure. Taken together, around 1 in 7 enrollees (14.4%) indicated that they were not enrolled in VA Health Care. Additionally, 0.7 percent of respondents did not answer this question.

Respondents who said that they were not enrolled or were not sure were more likely than those who said that they were enrolled to report having Medicaid, TRICARE, or private insurance coverage. This suggests that the lack of knowledge about enrollment may be due to a lesser need for VA Health Care. While 24.8 percent of respondents reporting enrollment had private health insurance coverage, 37.2 percent of those who reported not being enrolled (including those who were not sure about the enrollment) had private health insurance.

3.2 Public and Private Insurance Coverage

The availability of public or private insurance coverage is likely the most important factor related to enrollee use of VA health care services. As in previous years, the survey asked enrollees whether they are covered by various public and private insurance plans. Most enrollees (80.9%) reported that they had some type of public or private insurance coverage.

About half of enrollees (51.0%) reported Medicare coverage, compared to 7.2 percent who reported Medicaid coverage, and 26.2 percent private insurance coverage. TRICARE coverage was reported by 22.7 percent of enrollees, up two points compared to 2019. Among those with Medicare, 33.8 percent reported Medicare Part D Coverage and 35.0 percent reported Medicare Advantage coverage, an increase of 2.4 percentage points from 2019 (32.6%). Table 3-1 shows the percentage of enrollee coverage by various insurances.

Table 3-1. Percentage of enrollees reporting each type of insurance coverage

	#	%
Medicare ¹	4,448,740	51.0
Medicare Advantage ²	1,556,155	35.0
Medigap ²	924,315	20.8
Medicare Part D ²	1,502,537	33.8
Medicaid ¹	631,392	7.2
TRICARE ¹	1,979,383	22.7
Private coverage ¹	2,286,764	26.2
Private drug coverage ¹	1,886,386	21.6
No coverage ¹	1,666,206	19.1

¹ Denominator is all enrollees. Weighted N = 8,725,547 enrollees.

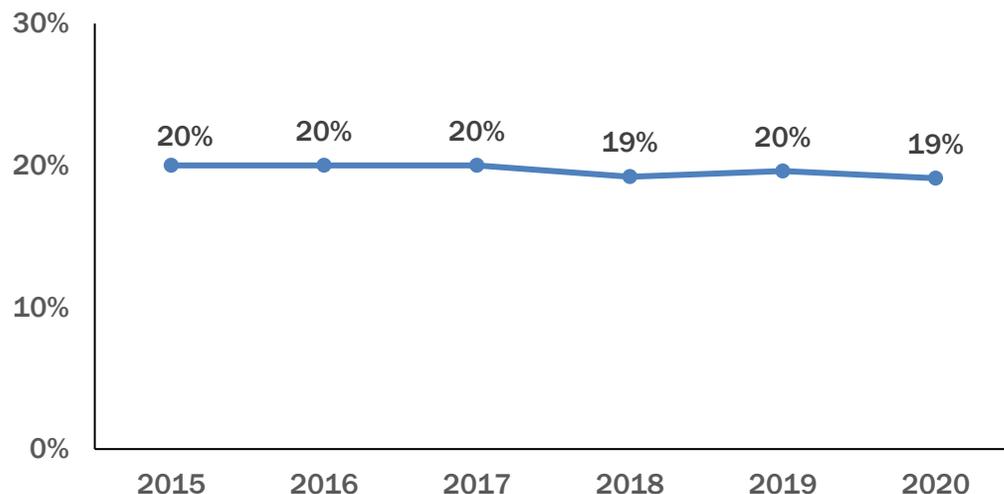
² Denominator is enrollees with Medicare. Weighted N = 4,448,740 enrollees.

3.2.1 Insurance Status

In this report, “uninsured” refers to the lack of any alternative insurance coverage, either public or private. Enrollees who did not report that they had Medicare, Medicaid, TRICARE, or private insurance coverage are considered to be uninsured.¹⁴ In 2020, 19.1 percent of enrollees reported no public or private insurance coverage. Looking over time, the proportion of enrollees who do not report insurance coverage has remained fairly stable, at about 20 percent, since 2015. (Figure 3-1).

¹⁴ Enrollees who did not answer the questions about insurance were considered to be uninsured as they did not report alternative insurance coverage. This includes enrollees who did not answer any of the questions or who answered “No” to some of the questions and did not answer other questions as insurance could not be determined. This was done to be consistent with the definition of no insurance coverage in previous years’ reports so that trends could be examined. Approximately 0.2 percent of enrollees did not answer the questions on insurance status. Excluding these enrollees would decrease the percent with no coverage from 19.1 percent to 18.9 percent.

Figure 3-1. Percentage of enrollees with no insurance coverage, by year



Note: Denominator is all enrollees. Weighted N = 8,725,547.

Insurance Coverage by Demographic and Socioeconomic Characteristics. As shown in Table 3-2, enrollees in Priority Groups 4-6 were more likely to be uninsured than those in Priority Groups 1-3 or Priority Groups 7-8 (22.9%, compared to 19.0% and 14.7%, respectively). Uninsured rates were also highest among younger and lower-income enrollees. Compared with 6.0 percent of enrollees age 65 or older and 27.6 percent of 45 to 64 year-olds, 36.7 percent of enrollees younger than 45 years old lacked public or private insurance coverage. Also, enrollees whose annual incomes were less than \$35,000 were more likely than those making \$35,000 or more per year to be uninsured (27.0% compared to 13.7%, respectively).

Table 3-2. Percentage of enrollees with no insurance, by priority group, age, and income

	Uninsured		Total
	#	%	
Priority group			
P1-P3	890,808	19.0	4,677,255
P4-P6	501,711	22.9	2,186,963
P7-P8	273,687	14.7	1,861,329
Age			
<45	685,749	36.7	1,870,331
45-64	724,462	27.6	2,623,240
65+	255,995	6.0	4,231,976

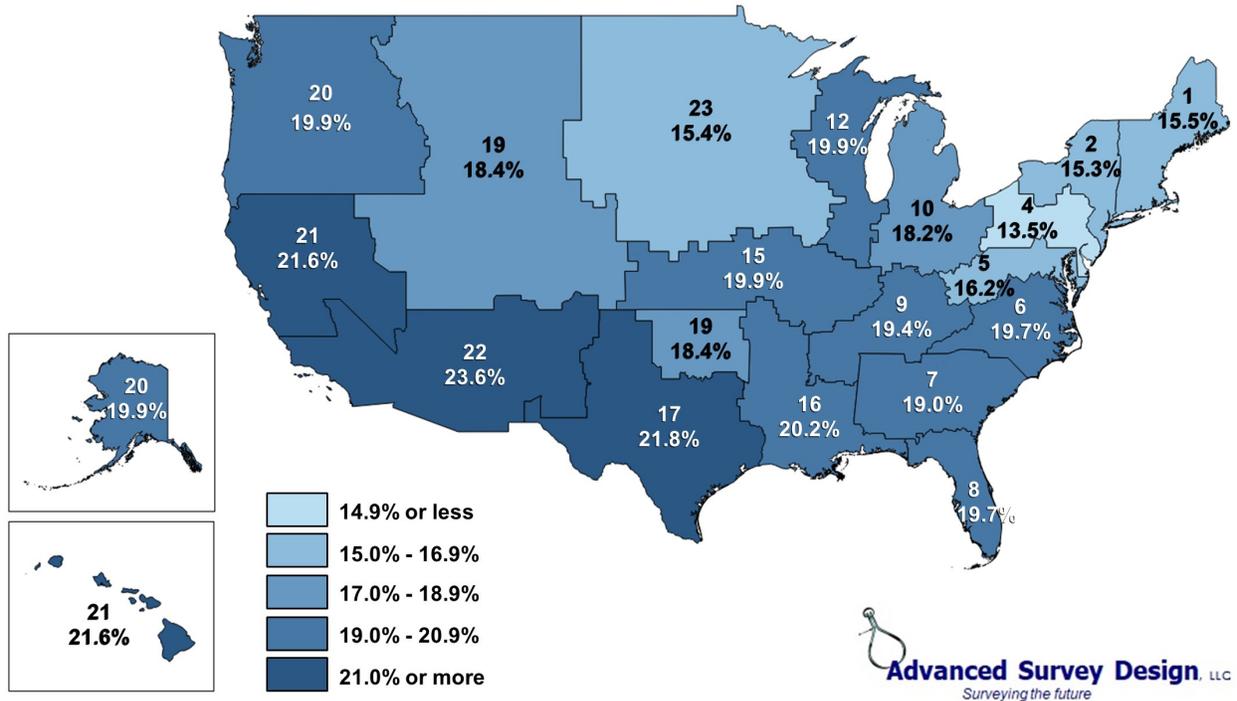
Table 3-2. Percentage of enrollees with no insurance, by priority group, age, and income (continued)

	Uninsured		Total
	#	%	
Income			
<\$35,000	947,836	27.0	3,505,249
\$35,000+	679,390	13.7	4,942,778
Missing	38,980	14.0	277,520

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,725,547 enrollees.

Figure 3-2 shows considerable variation in the rate of enrollees who are uninsured by VISN. The proportion of enrollees with no insurance coverage ranges from 13.5 percent in VISN 4 to 23.6 percent in VISN 22.

Figure 3-2. Percentage of enrollees with no insurance coverage, by VISN



3.2.2 Medicare Coverage

The 2020 survey identified 51.0 percent of enrollees as having Medicare coverage (Table 3-1). The survey asked respondents whether they were enrolled in Medicare and, if so, whether they were enrolled in a Medicare Advantage plan. For those not in a Medicare Advantage plan, the survey asked about enrollment in Medigap. Table 3-3 shows the percentage of enrollees in Medicare by demographic groups. Medicare enrollees were more likely to be those in the lower priority groups (Priority Groups 4-8) or those with an annual income of less than \$35,000. As expected, enrollees age 65 years or older were much more likely to have Medicare than younger enrollees.

Table 3-3. Percentage of enrollees with Medicare coverage, by priority group, age, and income

	Medicare		Total
	#	%	
Priority group			
P1-P3	1,987,623	42.5	4,677,255
P4-P6	1,323,535	60.5	2,186,963
P7-P8	1,137,582	61.1	1,861,329
Age			
<45	119,389	6.4	1,870,331
45-64	454,723	17.3	2,623,240
65+	3,874,628	91.6	4,231,976
Income			
<\$35,000	2,108,305	60.1	3,505,249
\$35,000+	2,158,288	43.7	4,942,778
Missing	182,148	65.6	277,520

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,725,547 enrollees.

Table 3-4 shows the specific type of Medicare coverage for those who were covered by Medicare. VA enrollees with Medigap coverage tended to be those in Priority Groups 7-8 (27.4%), age 65 or older (22.3%), or making \$35,000 or more per year (24.9%). However, VA enrollees with an annual income of less than \$35,000 and those younger than age 45 were more likely to obtain Medicare Advantage (Part C) coverage than those making more than \$35,000 (37.9% versus 32.6%) and those who were age 45 or older (43% versus 30.1% and 35.3% among

age groups 45-64 and 65 or older, respectively). Compared to 2019, overall levels of Medicare Advantage coverage in 2020 were higher among enrollees in all demographic groups.

Table 3-4. Percentage of enrollees with Medigap and Medicare Advantage coverage

	Medigap		Medicare Advantage		Total
	#	%	#	%	
Priority group					
P1-P3	391,240	19.7	627,726	31.6	1,987,623
P4-P6	220,826	16.7	484,282	36.6	1,323,535
P7-P8	312,249	27.4	444,147	39.0	1,137,582
Age					
<45	NA	NA	51,284	43.0	119,389
45-64	42,874	9.4	136,860	30.1	454,723
65+	863,613	22.3	1,368,011	35.3	3,874,628
Income					
<\$35,000	337,125	16.0	798,201	37.9	2,108,305
\$35,000+	538,331	24.9	702,533	32.6	2,158,288
Missing	48,859	26.8	55,420	30.4	182,148

Note: "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Total is enrollees in Medicare in each demographic group.

3.2.3 Medicaid Coverage

The 2020 survey identified 7.2 percent of enrollees as having Medicaid coverage (Table 3-1). Table 3-5 shows a strong relationship between the percentage of enrollees with Medicaid coverage and priority group. Enrollees in Priority Groups 4-6 were more than twice as likely to report Medicaid enrollment compared to those in other priority groups. One possible explanation for the high Medicaid enrollment among Priority Groups 4-6 is that Priority Group 5 includes enrollees with nonservice-connected disabilities who are eligible for Medicaid. The percentage of enrollees on Medicaid was also strongly related to income. More than one in eight enrollees (13.0%) with incomes less than \$35,000 were enrolled in Medicaid, compared to 3.2 percent of those with annual incomes of \$35,000 or higher. While enrollees age 65 or older were more likely than those in younger age groups to report enrollment in Medicaid, priority group and income level were more strongly correlated with Medicaid coverage than was age.

Table 3-5. Percentage of enrollees with Medicaid coverage, by priority group, age, and income

	Medicaid coverage		Total
	#	%	
Priority group			
P1-P3	244,894	5.2	4,677,255
P4-P6	289,931	13.3	2,186,963
P7-P8	96,568	5.2	1,861,329
Age			
<45	83,114	4.4	1,870,331
45-64	184,914	7.0	2,623,240
65+	363,365	8.6	4,231,976
Income			
<\$35,000	455,372	13.0	3,505,249
\$35,000+	155,704	3.2	4,942,778
Missing	20,317	7.3	277,520

Note: Denominator is all enrollees in each demographic group. Weighted N= 8,725,547 enrollees.

3.2.4 TRICARE Coverage

The 2020 survey identified 22.7 percent of enrollees as having TRICARE or TRICARE for Life coverage (Table 3-1), up more than two percentage points from 2019. Table 3-6 shows that TRICARE coverage was most common among enrollees in Priority Groups 1-3. These enrollees generally have service-connected disabilities and were more than three times as likely as other priority groups to have this coverage. Enrollees with higher incomes were also more likely to have TRICARE. Those in the middle age category (those between the ages of 45 and 64) were more likely than younger and older enrollees to report having TRICARE coverage.

Table 3-6. Percentage of enrollees with TRICARE coverage, by priority group, age, and income

	TRICARE		Total
	#	%	
Priority group			
P1-P3	1,549,341	33.1	4,677,255
P4-P6	222,667	10.2	2,186,963
P7-P8	207,375	11.1	1,861,329
Age			
<45	375,535	20.1	1,870,331
45-64	838,269	32.0	2,623,240
65+	765,578	18.1	4,231,976
Income			
<\$35,000	424,669	12.1	3,505,249
\$35,000+	1,491,660	30.2	4,942,778
Missing	63,054	22.7	277,520

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,725,547 enrollees.

3.2.5 Private Individual or Group Health Plans

The 2020 survey identified 26.2 percent of enrollees as having private health insurance coverage (Table 3-1). Enrollees were asked whether they were covered by individual or group health plans through an employer, spouse or domestic partner’s employer, union, or someone else. Enrollees younger than 45 years of age or with higher incomes (\$35,000 or more annually) were more likely than their respective counterparts to have private insurance (Table 3-7). Compared to 2019, private health insurance coverage rates were almost two percentage points higher among 2020 enrollees in the youngest age group. Among priority groups, those in Priority Groups 4-6 were the least likely to be covered by private individual or group health plans.

Table 3-7. Percentage of enrollees with other types of insurance coverage, by priority group, age, and income

	Other types of health insurance coverage		Total
	#	%	
Priority group			
P1-P3	1,308,543	28.0	4,677,255
P4-P6	378,790	17.3	2,186,963
P7-P8	599,431	32.2	1,861,329
Age			
<45	757,046	40.5	1,870,331
45-64	840,167	32.0	2,623,240
65+	689,551	16.3	4,231,976
Income			
<\$35,000	396,000	11.3	3,505,249
\$35,000+	1,825,319	36.9	4,942,778
Missing	65,445	23.6	277,520

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,725,547 enrollees.

Of enrollees who had private health insurance coverage, nearly half (46.6%) obtained the insurance policy from their current employers. Other common sources of private insurance for enrollees with such coverage were former employers (15.9%) or a family member (14.8%). The remainder obtained private insurance coverage through individually purchased policies, a Federal or State Exchange, a union, or some other channel (Table 3-8).

Table 3-8. Percentage of enrollees with private insurance, by primary source of coverage

Primary Source	#	%
Current employer, including COBRA coverage	1,064,534	46.6
Former employer	362,695	15.9
Coverage purchased on a Federal or State Exchange	74,761	3.3
Other individually purchased coverage	108,647	4.8
Coverage through a family member	339,371	14.8
Coverage purchased through a union	81,310	3.6
Some other source	101,830	4.5
Missing	153,616	6.7

Note: Denominator is all enrollees with private insurance. Weighted N = 2,286,764.

3.2.6 Long-term Care Coverage

Long-term care insurance includes coverage for care in residential settings, such as nursing homes or assisted living facilities, in adult day care programs, or in the home by paid caregivers. The median annual cost for long-term care services in the U.S. varies by the type of service, and is generally unaffordable for most middle-class Americans. While Medicare covers care from skilled nursing facilities or home care following an inpatient hospitalization, most individuals “spend down” their private resources to pay for long-term care or rely on Medicaid to cover these costs.¹⁵

The 2020 Survey of Enrollees asked respondents whether they had a long-term care policy that covers nursing home care, assisted living, or long-term care services in the home. Overall, 7.7 percent of enrollees said that they had a long-term care policy (not shown), which is roughly equivalent to the 7 to 8 percent of the overall U.S. population estimated to have long-term care insurance.¹⁶ Table 3-9 shows the percentage of enrollees who had a long-term care policy by age group. Among enrollees younger than age 65, a total of 5.5 percent had a long-term care policy, compared to 7.6 percent of those ages 65 to 74, 12.3 percent of those ages 75 to 84, and 14.6 percent of those age 85 or older.

Table 3-9. Percentage of enrollees with a long-term care policy

Age	Long-term care policy		Total
	#	%	
<65	246,422	5.5	4,493,571
65-74	182,068	7.6	2,388,002
75-84	145,513	12.3	1,178,543
85+	97,350	14.6	665,431

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,725,547 enrollees.

¹⁵ Wiltz, Teresa. (25 Jul. 2019.). Getting Older, Going Broke: Who’s Going to Pay for Long-Term Care? Pewtrusts.org. Retrieved from <https://pew.org/32OZOte>

¹⁶ http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2014/rwjf410654

Prescription Drug Coverage and Use **4**

VA covers prescriptions written by VA health care providers. This prescription drug benefit helps to make prescription medications accessible. Some enrollees with a service-connected disability are eligible to receive their prescription medications free of charge. According to the VA's 2020 copayment rates, enrollees in Priority Group 1 do not pay for medications, as was the case in the previous year. For enrollees in Priority Groups 2 to 8, medication copayment rates follow a tiered system. Preferred generic medications (Tier 1) have a \$5 copay, non-preferred generics (Tier 2) have an \$8 copay, and brand-name drugs (Tier 3) have an \$11 copay for each 30-day supply for treatment of nonservice-connected conditions. Veterans in Priority Groups 2 to 8 are limited to a \$700 annual copayment cap.¹⁷ A list of Tier 1 medications and tier assignments for medications can be found on the VA Health Benefits web page.¹⁸

VA facilities have pharmacies to fill prescriptions immediately, or requests can be made remotely by way of mail order, telephone, or online through the My HealthVet website. VA will also fill prescriptions prescribed by a non-VA provider if the patient is enrolled in VA health benefits, has an assigned Primary Care Provider, supplied the VA health care provider with his or her medical records from the non-VA provider, and the VA health care provider agrees with the medication prescribed by the non-VA provider. VA health care providers are not obligated to prescribe a medication recommended by a non-VA provider.¹⁹

As in previous years, the 2020 Survey of Enrollees included questions about the availability of prescription drug coverage to understand the extent to which enrollees rely on VA for prescription medications. The survey asked enrollees about prescription coverage through private insurance or Medicare Part D, the number of different prescriptions used in the past 30 days, and the number of prescriptions obtained from VA pharmacies in the past 30 days.

VA prescription medication reliance was calculated as the number of prescriptions from VA pharmacies in the past 30 days divided by the total number of prescriptions in the past 30 days. The measure of VA prescription medication reliance was calculated only for enrollees who had

¹⁷ https://www.va.gov/healthbenefits/resources/publications/hbco/hbco_copayments.asp

¹⁸ https://www.pbm.va.gov/PBM/Tiered_Copay/Tier_1_CO-PAY_MEDICATION_LIST.pdf

¹⁹ https://www.va.gov/healthbenefits/resources/publications/IB10-971_medication_copayment_brochure_english.pdf

prescription medications in the past 30 days. It excluded those with no prescriptions, and those who did not answer the questions about the number of prescriptions from VA or total number of prescriptions used in the past 30 days.

4.1 Private Insurance Prescription Drug Coverage

As discussed in Chapter 3, a total of 80.9 percent of enrollees reported having health insurance coverage. Enrollees who reported having private health insurance coverage were asked if their coverage included prescription drug coverage. Table 4-1 shows that among enrollees who said they had private insurance coverage in 2020, the vast majority (82.5%) indicated their coverage included a prescription benefit. About one in nine (11.3%) did not have a prescription benefit with their private insurance, up 1.5 percentage points from 2019. The remaining 6.2 percent of enrollees did not answer the question. Out of all enrollees, 21.6 percent reported having a private insurance prescription benefit (Table 3-1).

Table 4-1. Among enrollees with private insurance coverage, the percentage with coverage that includes a prescription benefit

Private insurance includes prescription drug benefit	#	%
Yes	1,886,386	82.5
No	259,126	11.3
Missing	141,252	6.2
Total	2,286,764	100.0

The tables in Appendix A.3 indicate that in all VISNs, the majority of enrollees who had private insurance coverage also reported prescription drug coverage, although some variations existed across VISNs. Enrollees in VISN 19 reported the lowest rate of prescription drug coverage with their private health insurance (74.7%), whereas enrollees in VISN 21 had the highest rate of private insurance prescription drug coverage (86.6%).

4.2 Medicare Part D Coverage

The Medicare Prescription Drug, Improvement, and Modernization Act of 2003, otherwise known as the Medicare Modernization Act (MMA), expanded the Federal Medicare program by creating the prescription medication benefit called Part D. Prior to this law, Medicare did not

offer a prescription drug benefit. Medicare Part D is a voluntary program available to anyone enrolled in Medicare Part A and/or Part B. Although most Medicare Advantage plans contain a prescription coverage plan, Part D is available to those whose plans do not cover prescriptions. There are numerous Part D plans available, depending on the recipient's specific needs, income, and region. Since 2006, Medicare beneficiaries have been able to receive coverage for their prescription medications through Medicare Part D. In 2019, more than 45 million Medicare beneficiaries were enrolled in Medicare Part D.²⁰

The VA prescription drug benefit is considered to be “creditable” coverage, which means that, on average, it provides benefits that meet or exceed those provided by Medicare Part D. Enrollees can have both VA prescription drug benefits and Medicare Part D coverage. However, VA prescription benefits and Medicare Part D do not work together. VA prescription drug benefits cover medications obtained through VA providers, whereas Medicare Part D coverage generally does not cover medications obtained through VA providers. Although the VA pharmacy benefit is deemed equivalent to Medicare Part D, Veterans who meet low-income assistance thresholds under Medicare Part D may reduce out-of-pocket expenses more by using Medicare Part D than by using the VA pharmacy, thereby making Medicare Part D more attractive.²¹

Some Medicare Part D beneficiaries who have cost-shared past a certain threshold (in 2020, this threshold was \$4,020) enter the coverage gap, colloquially called the “donut hole.”²² To get out of the coverage gap, beneficiaries must pay a greater portion out-of-pocket until they reach the gap ceiling (\$6,350 in 2020), after which they are covered under Part D again. The ACA has been endeavoring to phase out the gap in coverage by requiring manufacturers to maintain a discount on the price of covered brand-name drugs in the coverage gap, reducing copayments for brand-name and generic drugs in the gap, and gradually lowering copayments to the level that applies before the gap. In 2020, Medicare considered the coverage gap in Part D benefits “closed,” as the coinsurance rates had been lowered to 25 percent for both brand-name and generic drugs, meaning that based on the Centers for Medicare and Medicaid Services (CMS) Standard Model Medicare Part D plan, beneficiaries were paying the same cost-sharing in both the initial coverage phase and in the coverage gap.²³

²⁰ <https://www.kff.org/medicare/issue-brief/10-things-to-know-about-medicare-part-d-coverage-and-costs-in-2019/>

²¹ <http://www.ncbi.nlm.nih.gov/pubmed/17909387>

²² <https://medicare.com/medicare-part-d/coverage-gap-donut-hole-made-simple/>

²³ https://q1medicare.com/PartD-MedicarePartD_DonutHole_Discount.php

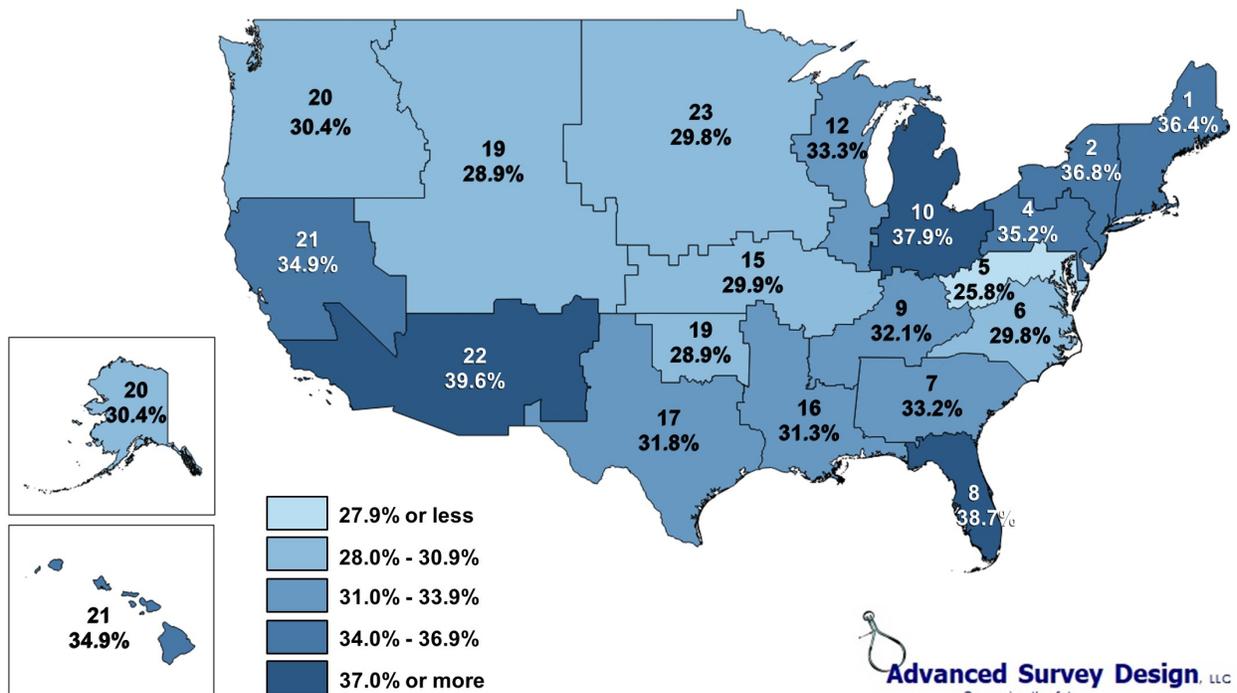
Enrollees who had Medicare coverage, whether through the Original Medicare Plan or through a Medicare Advantage plan, were asked if they had Medicare Part D. One-third (33.8%) of enrollees with Medicare coverage in 2020 reported that they had Medicare Part D coverage (Table 4-2).

Table 4-2. Among enrollees with Medicare, the percentage with Medicare Part D coverage

Medicare Part D coverage	#	%
Yes	1,502,537	33.8
No	2,574,070	57.9
Missing	372,133	8.4
Total	4,448,740	100.0

Figure 4-1 shows the variation in Medicare Part D coverage by VISN in 2020, ranging from 25.8 percent in VISN 5 to 39.6 percent in VISN 22. As in 2019, VISN 5 had the lowest rates of Part D coverage and VISN 22 had the highest rates. Seven VISNs (1, 2, 4, 8, 10, 21, and 22) had a Part D coverage rate above the national average (33.8%) of all enrollees with Medicare.

Figure 4-1. Among enrollees with Medicare, the percentage with Medicare Part D coverage, by VISN



4.2.1 Medicare Part D Coverage by Socioeconomic Characteristics

Table 4-3 shows Medicare Part D coverage rates by socioeconomic and demographic characteristics of enrollees. Among enrollees with Medicare, those in Priority Groups 1-3 were less likely than those in Priority Groups 4-6 or Priority Groups 7-8 to have Medicare Part D coverage (28.1% compared to 37.4% and 39.4%, respectively). As discussed in Chapter 3, individuals younger than age 65 who have disabilities may qualify for Medicare. Medicare Part D coverage was less prevalent among enrollees ages 45 to 64 (27.1%) than among those ages 65 or older (34.5%), though coverage among those between 45 and 64 years of age increased 1.2 percent as compared to 2019. The rate of Medicare Part D coverage was slightly higher among enrollees who reported making less than \$35,000 in annual income (34.3%) than those earning more than \$35,000 (33.5%).

Table 4-3. Among enrollees with Medicare, the percentage with Medicare Part D coverage by priority group, age, and income

	Medicare Part D coverage		
	#	%	Total
Priority group			
P1-P3	558,770	28.1	1,987,623
P4-P6	495,233	37.4	1,323,535
P7-P8	448,534	39.4	1,137,582
Age			
<45	41,822	35.0*	119,389
45-64	123,211	27.1	454,723
65+	1,337,505	34.5	3,874,628
Income			
<\$35,000	722,371	34.3	2,108,305
\$35,000+	722,502	33.5	2,158,288
Missing	57,664	31.7	182,148

Note: Denominator is enrollees with Medicare in each demographic group. Weighted N = 4,448,740 enrollees with Medicare.

* This percentage represents only a very small number of respondents (n=42) in this age group.

4.3 Prescription Medication Use

The survey asked enrollees the number of prescription medications they had used in the last 30 days and the number they had obtained from VA pharmacies. As shown in Table 4-4, among all enrollees, 43.1 percent reported using five or more prescription medications in the past month. Another 19.9 percent reported taking three to four prescription medications in the past month and 17.7 percent reported taking one to two prescription medications. Nearly one in six enrollees (16.3%) reported taking no prescription medications in the past month. The average (mean) number of prescription medications taken by enrollees in the past 30 days was 4.9 prescriptions. The mean includes those who took zero prescription medications.

Table 4-4. Number of prescription medications used in the last 30 days

Number of prescriptions in last 30 days	#	%
0	1,421,301	16.3
1 - 2	1,547,701	17.7
3 - 4	1,735,651	19.9
5 or more	3,756,894	43.1
Missing	263,999	3.0
Total	8,725,747	100.0
Mean = 4.9		

Note: The total and the mean include enrollees who used zero prescriptions in the last 30 days and enrollees who had missing data on the question about number of prescriptions.

Enrollees who reported taking at least one prescription medication in the past 30 days were asked about the number of prescription medications they obtained from VA pharmacies. Table 4-5 shows that among these enrollees, 30.8 percent obtained five or more of their prescription medications from VA pharmacies. Another 17.5 percent obtained one to two prescription medications from VA and 15.6 percent obtained three to four prescription medications from VA. Over one-third (34.0%) of enrollees obtained no prescription medications from VA. For enrollees who reported using one or more prescription drugs in the last 30 days, an average of 3.5 prescriptions were obtained from the VA. The next section explores the topic of VA prescription medication reliance in greater detail.

Table 4-5. Among enrollees who used prescription medications in the past 30 days, the number of prescription medications from VA

Number of prescriptions from VA in last 30 days	#	%
0	2,391,709	34.0
1 - 2	1,232,452	17.5
3 - 4	1,100,885	15.6
5 or more	2,168,363	30.8
Missing	146,837	2.1
Total	7,040,247	100.0
Mean = 3.5		

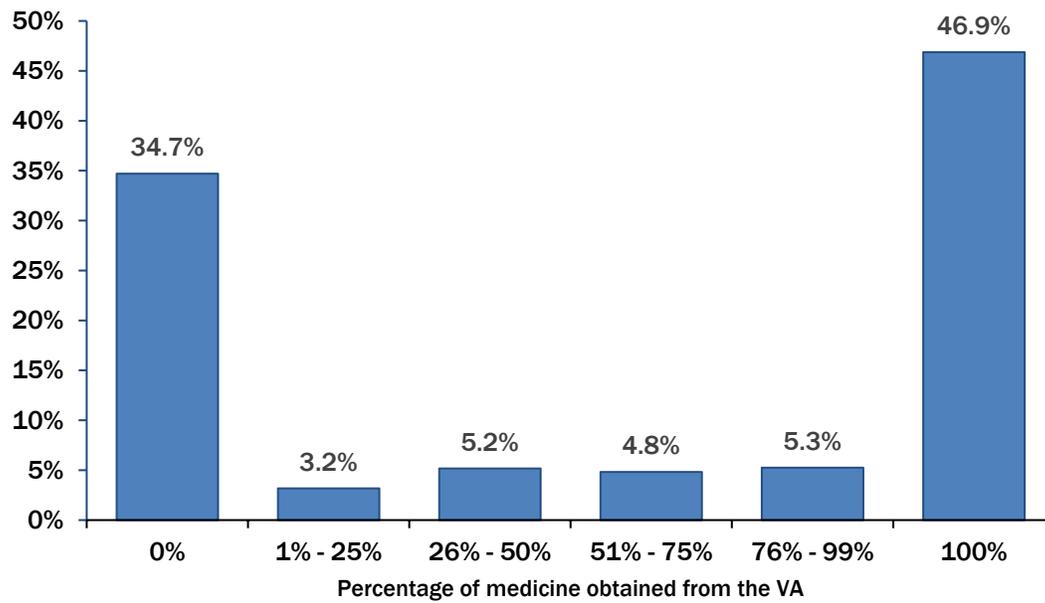
Note: The total and the mean exclude enrollees who used zero prescriptions in the past 30 days and enrollees who had missing data on the question about number of prescriptions in the last 30 days. The denominator includes enrollees who had missing data on the question about number of prescriptions obtained from VA.

4.4 VA Prescription Medication Use

To better understand the reliance on the VA for prescription medications, a measure of VA prescription drug reliance was calculated as the number of prescription medications obtained from the VA in the past 30 days, divided by the total number of prescriptions obtained in the past 30 days.

Figure 4-2 shows a bimodal distribution of VA prescription medication reliance. Namely, enrollees tended to obtain either all of their prescription medications from the VA or none of their prescription medications from the VA. While 46.9 percent of enrollees reported being entirely reliant on the VA for their prescription medications in the past 30 days, 34.7 percent of enrollees obtained none of their prescription medications from the VA. Fewer than one in five enrollees (18.5%) can be described as “dual” users, obtaining some of their prescription medications from VA pharmacies and some from outside pharmacies.

Figure 4-2. VA prescription medication reliance, 2020



Note: Weighted N = 6,893,410 enrolees who used prescription medication in the past 30 days and had non-missing data on both number of prescriptions from VA and outside sources.

Self-reported health status is an important determinant of enrollees' use of VA health care services. The Centers for Disease Control and Prevention (CDC) has noted that well-being is associated with numerous health-, job-, family-, and economically-related benefits. Further, higher levels of well-being have been associated with decreased risk of disease.²⁴ Previous research indicates that Veterans who use the VA for all of their health care are more likely to be in poor health than Veterans who use the VA for only some or none of their health care.^{25,26} Health issues for newly separated Veterans are viewed as a bigger problem than finding work or social relationships.²⁷ The research also suggests that Veterans who use VA have a substantially elevated health burden compared to other Veterans.^{28,29}

The 2020 Survey of Enrollees gathered information about enrollees' perceived health status and functional limitations. Health status was assessed with a question that asked enrollees to rate their health relative to other people their own age. Functional limitations were assessed with a series of questions about the level of difficulty they experienced with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). These health status variables are standard measures in socioeconomic and health interview surveys that are used to predict potential health care needs.

5.1 Perceived Health Status

Enrollees rated their perceived health status as “excellent,” “very good,” “good,” “fair,” or “poor.” Figure 5-1 displays responses to the perceived health status question by each of the

²⁴ <https://www.cdc.gov/hrqol/wellbeing.htm#nine>

²⁵ Nelson, K. M., Starkebaum, G. A., and Reiber, G. E. (2007). Veterans using and uninsured Veterans not using Veterans Affairs (VA) health care. *Public Health Reports*, 122(1), 93-100.

²⁶ Landes, S.D., London, A.S., and Wilmoth, J.M. (2018). Mortality among Veterans and non-Veterans: Does type of health care coverage matter? *Population Research and Policy Review*, 37(4), 517-537.

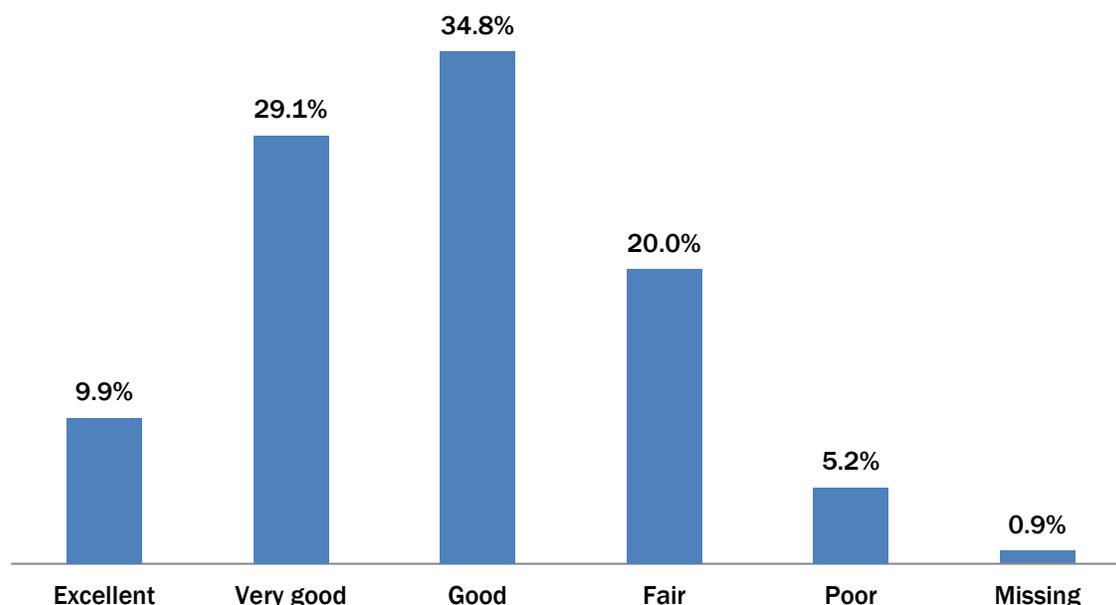
²⁷ Vogt, D. S., Tyrell, F. A., Bramande, E. A., Nillni, Y. I., Taverna, E. C., Finley, E. P., Perkins, D.F., & Copeland, L. A. (2020). U.S. military Veterans' health and well-being in the first year after service. *American Journal of Preventive Medicine*, 58(3), 352-360.

²⁸ Meffert, B. N., Morabito, D. M., Sawicki, D. A., Hausman, C., Southwick, S. M., Pietrzak, R. H., and Heinz, A. J. (2019). U.S. Veterans who do and do not utilize VA health care services: Demographic, military, medical, and psychosocial characteristics. *The Primary Care Companion for CNS Disorders*, 21(1).

²⁹ Howren, M. B., Cai, X., Rosenthal, G., and Vander Weg, M. W. (2012). Associations of health-related quality of life with healthcare utilization status in Veterans. *Applied Research in Quality of Life*, 7(1), 83-92.

response choices. Overall, 73.8 percent of enrollees reported their health status as excellent/very good/good. Around one-fourth (25.2%) reported being in fair/poor health.

Figure 5-1. Perceived health status of enrollees



Note: Denominator is all enrollees. Weighted N = 8,725,547. Percentages may not sum to 100 percent due to rounding.

5.1.1 Perceived Health Status by Priority Group, Age, and Income

Table 5-1 shows enrollee health status by socioeconomic characteristics. While the majority of enrollees in general reported being in “good” health, those in Priority Groups 1-3 were less likely than those in other priority groups to perceive themselves in “excellent,” “very good,” or “good” health. About seven out of ten enrollees reported being in at least “good” health across age groups (73.5% of those younger than 45, 74.6% of those 45 to 64 years old, and 73.7% of those age 65 and older). Enrollees earning less than \$35,000 reported being in “fair” or “poor” health at a higher rate compared to higher-earning enrollees (31.3% versus 20.6%, respectively).

Table 5-1. Perceived health status of enrollees, by priority group, age, and income

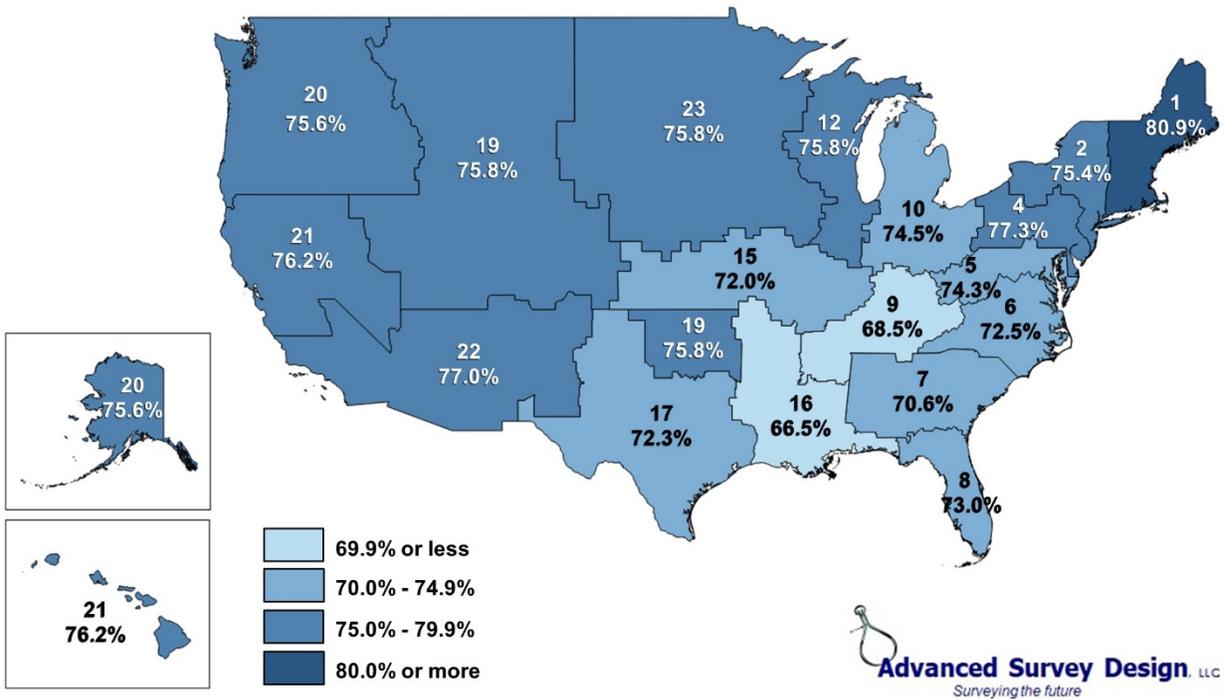
	Excellent/Very good/Good		Fair/Poor		Missing		Total
	#	%	#	%	#	%	
Priority group							
P1-P3	3,315,052	70.9	1,332,089	28.5	30,115	0.6	4,677,255
P4-P6	1,614,139	73.8	550,510	25.2	22,315	1.0	2,186,963
P7-P8	1,518,708	81.6	318,179	17.1	24,441	1.3	1,861,329
Age							
<45	1,374,623	73.5	491,686	26.3	NA	NA	1,870,331
45-64	1,955,764	74.6	650,904	24.8	16,573	0.6	2,623,240
65+	3,117,512	73.7	1,058,189	25.0	56,275	1.3	4,231,976
Income							
<\$35,000	2,371,799	67.7	1,096,113	31.3	37,337	1.1	3,505,249
\$35,000+	3,905,509	79.0	1,016,184	20.6	21,085	0.4	4,942,778
Unknown	170,591	61.5	88,480	31.9	18,449	6.6	277,520

Note: Denominator is all enrollees. Weighted N = 8,725,547. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Percentages may not add to 100 percent due to rounding.

5.1.2 Perceived Health Status by VISN

Figure 5-2 shows little variation in perceived health status by VISN. In all VISNs, the majority of enrollees reported being in “good,” “very good,” or “excellent” health. These percentages ranged from 66.5 percent in VISN 16, to 80.9 percent in VISN 1. VISNs 9 and 16 were the only areas where the rate of perceived “good,” “very good,” or “excellent” health scored below 70 percent.

Figure 5-2. Percentage of Enrollees Reporting Perceived Health is Good or Better, by VISN



5.2 Functional Limitations

The 2020 Survey of Enrollees asked enrollees about their level of difficulty with functional tasks, including ADLs and IADLs. ADLs represent the fundamental functions of self-care and IADLs represent tasks necessary for independent functioning as a member of a community. Enrollees were asked how much assistance they needed to conduct the following ADLs: bathing, eating, transferring (i.e., getting in or out of bed or a chair), using the toilet, walking around the house, and dressing. Enrollees were also asked how much help they needed to conduct the following IADLs: preparing meals, managing money, doing household chores, using the telephone, taking medications properly, getting to places in the community, scheduling medical services, and driving or using public transportation. Enrollees identified the level of assistance needed from family, friends, neighbors, or others for ADLs and IADLs using the options “completely dependent,” “some assistance needed,” or “no assistance needed or not applicable.”

The tasks requiring at least some assistance were tallied for each enrollee to create a disability index. The disability index has a value of 1 for enrollees reporting at least some assistance needed for one or more IADLs but no ADL limitations. A disability index of 1 indicates a “low level disability.” The disability index has a value of 2 for enrollees reporting at least some assistance

needed for one ADL, 3 for enrollees reporting at least some assistance needed for two ADLs, and so forth. Enrollees who indicated a need for assistance with either transferring or using the toilet were counted as having one ADL. The disability index has a value of 0 for enrollees reporting no ADL or IADL limitations.

Table 5-2 shows the percentage of enrollees at each level of the disability index. The proportion of enrollees with no disability or who have a low-level disability was 80.2 percent. The proportion of enrollees with one or two ADL disabilities was estimated at 6.6 percent. The proportion of enrollees with three, four, or five disabilities was estimated at 13.2 percent.

Table 5-2. Percentage of enrollees with ADL and IADL disabilities

Disability index	Description	2020	
		N	%
0	No ADL or IADL	5,471,351	62.7
1	IADL but no ADL	1,525,642	17.5
0 TO 1	No or low-level disability	6,996,993	80.2
2	One ADL disability	363,284	4.2
3	Two ADL disabilities	206,174	2.4
2 TO 3	1 or 2 ADL disabilities	569,458	6.6
4	Three ADL disabilities	138,832	1.6
5	Four ADL disabilities	152,457	1.7
6	Five ADL disabilities	867,807	9.9
4 TO 6	3, 4, or 5 ADL disabilities	1,159,096	13.2
	Total	8,725,547	100

Note: Respondents who did not answer this question were considered “No ADL or IADL.”

5.2.1 Functional Limitations by Age, Priority Group, and Income

Table 5-3 shows the percentage of enrollees with ADL and IADL disabilities by priority group, age, and income. Disability was less prevalent among enrollees in the lowest Priority Groups (7-8) and those with higher levels of income (\$35,000 or more). Three or more ADL disabilities

was most common among those in Priority Groups 4-6 (14.7%), those age 65 years or older (15.0%), and those earning less than \$35,000 per year (17.3%).

Table 5-3. Percentage of enrollees with ADL and IADL disabilities, by priority group, age, and income

	No ADL or IADL disability		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities		Total
	N	%	N	%	N	%	N	%	
Priority group									
P1-P3	2,794,197	59.7	881,727	18.9	360,273	7.7	641,057	13.7	4,677,255
P4-P6	1,358,946	62.1	378,217	17.3	128,722	5.9	321,077	14.7	2,186,963
P7-P8	1,318,208	70.8	265,697	14.3	80,462	4.3	196,962	10.6	1,861,329
Age									
<45	1,230,825	65.8	324,339	17.3	100,308	5.4	214,859	11.5	1,870,331
45-64	1,733,338	66.1	408,892	15.6	173,268	6.6	307,742	11.7	2,623,240
65+	2,507,188	59.2	792,411	18.7	295,882	7.0	636,495	15.0	4,231,976
Income									
<\$35,000	1,883,359	53.7	728,817	20.8	285,999	8.2	607,075	17.3	3,505,249
\$35,000+	3,424,882	69.3	746,000	15.1	265,423	5.4	506,473	10.2	4,942,778
Missing	163,110	58.8	50,825	18.3	18,036	6.5	45,549	16.4	277,520

Note: Denominator is enrollees. Weighted N = 8,725,547. Respondents who did not answer this question were considered "No ADL or IADL."

5.3 Emotional and Cognitive Needs

The 2020 Survey of Enrollees asked about the degree to which enrollees needed some or complete assistance with emotional and cognitive functioning from family, friends, neighbors, or others in a typical week. The percentages are displayed in Table 5-4. In 2020, close to one-third of enrollees expressed a need for support in coping with stressful situations (30.6%) or avoiding triggers of anxiety (30.3%), while over a quarter expressed a need for support in coping with memory loss (27.2%).

Table 5-4. Percentage of enrollees with emotional and cognitive needs

Description	#	%
Coping with stressful situation	2,666,854	30.6
Avoiding triggers of anxiety	2,646,125	30.3
Coping with memory loss	2,371,163	27.2

Note: Denominator is all enrollees. Weighted N = 8,725,547.

Smoking and Tobacco Use **6**

The Survey of Enrollees serves as an important source of data on the prevalence of smoking among the enrollee population. Smoking is a significant health problem for Veterans and remains an important measure in assessing the health of VA enrollees. The CDC states that smokers are more likely than nonsmokers to develop heart disease, stroke, and lung cancer, and estimates that cigarette smoking causes approximately one in five deaths each year in the U.S.³⁰ Although most young smokers start smoking prior to age 18, many in the military begin during their period of service.³¹

As in the 2019 survey, a series of questions were included in the 2020 survey asking enrollees about their awareness and willingness to use tobacco cessation counseling and medications offered at VA medical centers. VA recognizes the importance of providing support to enrollees who desire to quit smoking and offers a wide-range of evidence-based tobacco use treatments to support Veterans in quitting. VA offers Veterans the opportunity to participate in individual or group counseling sessions, where health care providers can help develop personalized strategies to quit tobacco and assist with making behavioral changes necessary to quit smoking or tobacco use and stay tobacco-free. VA health care providers can also prescribe several Food and Drug Administration (FDA)-approved medications to help manage withdrawal symptoms or cope with the urge to smoke, including nicotine replacement therapy (NRT) treatments such as nicotine patches, gums, and lozenges, as well as other non-nicotine-based medications like bupropion and varenicline.³²

The VA has also developed clinical resources that Veterans can access in addition to the care provided at VA medical centers. Quit VET (1-855-QUIT-VET) is the VA's national tobacco cessation quitline, offering counseling services and support from trained Quit VET counselors over the phone to Veterans who may be unable to attend in-person counseling sessions available at VA medical centers.³³ SmokefreeVET is a text messaging program designed to text daily tips, encouragement, and support messages to Veterans looking to quit tobacco. Veterans can expect

³⁰ http://www.cdc.gov/tobacco/data_statistics/fact_sheets/health_effects/effects_cig_smoking/

³¹ <https://www.ncbi.nlm.nih.gov/books/NBK215338/>

³² <https://www.mentalhealth.va.gov/quit-tobacco/how-to-quit.asp>

³³ <https://www.mentalhealth.va.gov/quit-tobacco/quit-vet.asp>

three to five messages per day in addition to real-time text support if they require more immediate assistance.³⁴ The Stay Quit Coach is a mobile application developed to help Veterans quit smoking and stay tobacco-free. The application is designed to assist Veterans in creating a personalized plan that incorporates their personal reasons for quitting. The application also provides additional information about smoking and quitting, interactive tools to help Veterans cope with urges to smoke, and additional support to help them stay tobacco-free.³⁵

6.1 Cigarette Smoking Status Overview

Enrollees were asked a series of questions about their smoking status in the 2020 survey. As in past Enrollee surveys, the questions about cigarette smoking were modeled after the Behavioral Risk Factor Surveillance System (BRFSS), a national health survey conducted by the CDC. Enrollees were first asked whether they smoked at least 100 cigarettes in their lifetime. Enrollees who indicated that they had not smoked 100 cigarettes in their lifetime were not asked any further questions about smoking. Enrollees who indicated that they had smoked at least 100 cigarettes were asked six additional questions about their smoking history. Specifically, they were asked whether they currently smoked every day, some days, or not at all. Those who indicated that they smoked at least some days were considered to be current smokers. Current smokers were asked about any quit attempts in the past 12 months³⁶ and the types of VA tobacco cessation resources they were aware of and willing to use. Those who were not current smokers were asked about the length of time since they last smoked regularly. All enrollees, regardless of their cigarette smoking status, were also asked whether they currently used chewing tobacco, snuff, or snus, and whether they currently used e-cigarettes or other electronic nicotine delivery systems such as vaping products.

Based on their responses to the series of questions, enrollees were classified into six groups: (1) never smokers, (2) ever smokers, (3) current smokers, (4) recent unsuccessful quitters, (5) former smokers, and (6) recent successful quitters. The six groups are defined as:

Have you smoked at least 100 cigarettes in your entire life?

³⁴ <https://www.mentalhealth.va.gov/quit-tobacco/smokefreevet.asp>

³⁵ <https://mobile.va.gov/app/stay-quit-coach>

³⁶ In the 2010-2015 survey cycles, all “ever smokers” were asked the question about recently quitting (“During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?”). In 2016-2020, only “current smokers” were asked this question, which translates to the percentage of “current smokers” who made a recent quit attempt or are “unsuccessful quitters.”

1. Enrollees who answered “No” were “**never smokers**”

2. Enrollees who answered “Yes” were “**ever smokers**”

Of “ever smokers:” *Do you now smoke cigarettes every day, some days, or not at all?*

3. Enrollees who answered “every day” or “some days” were “**current smokers**”

4. Enrollees who answered “not at all” were “**former smokers**”

Of “current smokers:” *During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?*

5. Enrollees who answered “Yes” were “**recent unsuccessful quitters**”

Of “former smokers:” *How long has it been since you last smoked cigarettes regularly?*

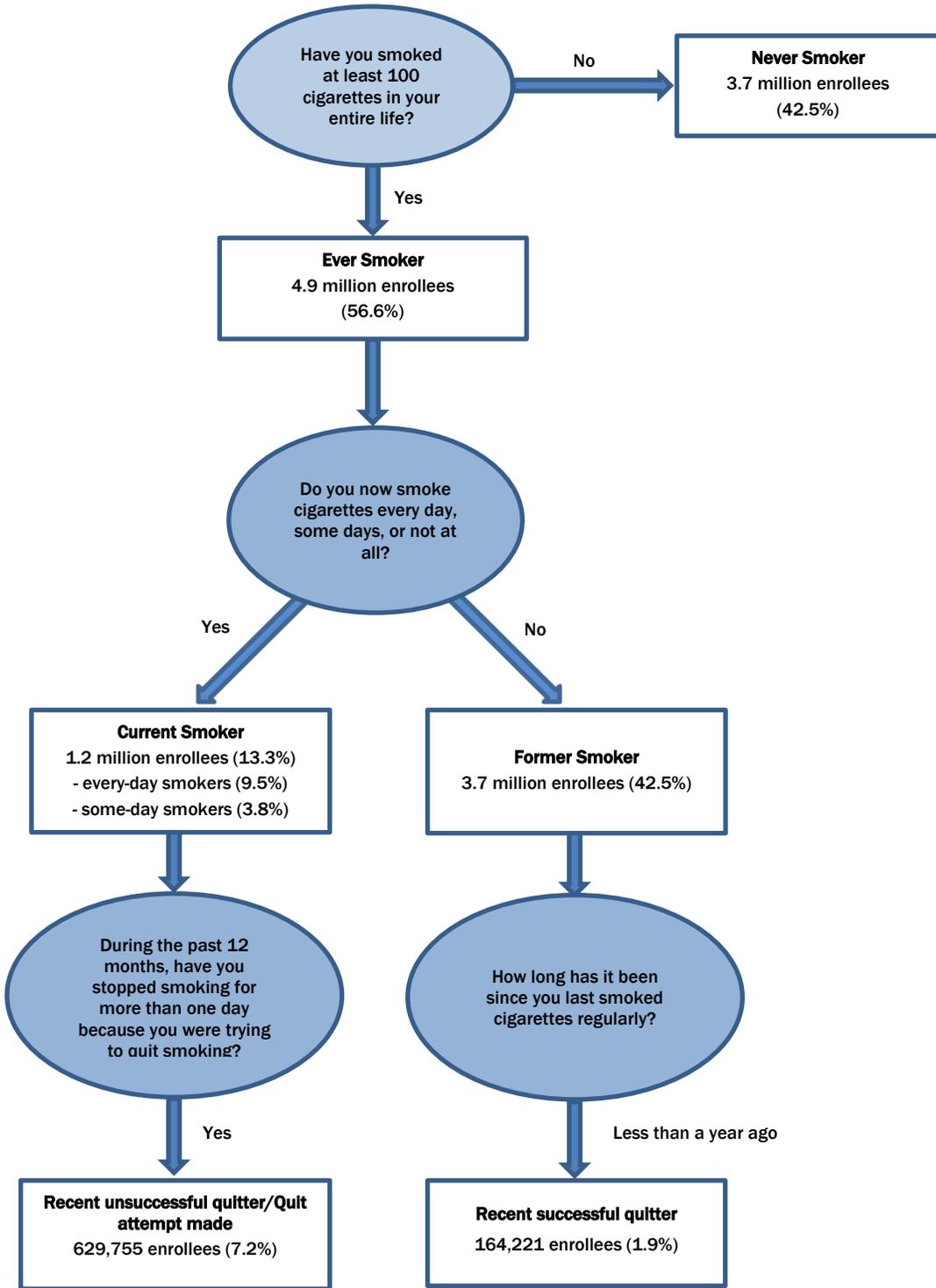
6. Enrollees who answered “Less than a year ago” were “**recent successful quitters**”

In 2020, a total of 56.6 percent of enrollees were classified as ever smokers. Using all enrollees as the denominator, current smokers made up 13.3 percent of the total enrollee population, which was a noticeable decrease from 2019 (14.6%) and lower than the most recent smoking rate of adults in the U.S. age 18 years or older (14.2%).³⁷ Approximately two in five enrollees (42.5%) were considered former smokers and 1.9 percent of the enrollee population had successfully quit smoking in the previous year. Figure 6-1 depicts the smoker status classification of enrollees into the six groups, along with percentages of each group.

In the Enrollee survey, current smokers include both Veterans who reported smoking every day and those who reported smoking some days. The 2020 survey identified 9.5 percent as every-day smokers and 3.8 percent as some-day smokers in the enrollee population.

³⁷ <https://www.cdc.gov/nchs/data/nhis/earlyrelease/EarlyRelease202009-508.pdf>

Figure 6-1. Smoker status classification



Note: Denominator is all enrollees. Percentages do not add to 100 percent due to missing values.

Table 6-1 shows smoking status over the past five survey cycles. The prevalence of current smoking has declined among VA enrollees, from 15.9 percent in 2017 to 13.3 percent in 2020. This follows a similar decreasing trend among current smokers in the general U.S. adult population, from 15.1 percent in 2015 to 14.2 percent in 2019.^{38, 39}

The 2020 survey results generally held to prior survey trends and showed a steady decrease in the percentage of ever smokers (from 60.3% in 2016 to 56.6% in 2020) and an increase in the percentage of enrollees who had never smoked (from 38.0% in 2016 to 42.5% in 2020). The rates of successful and unsuccessful cessation effort (i.e., successful and unsuccessful quitters) among enrollees remained stable between 2019 and 2020.

Table 6-1. Enrollee smoking status, by year

Smoking status	2016	2017	2018	2019	2020
Never smokers	3,194,692	3,164,520	3,324,089	3,514,568	3,711,467
% Enrollee population	38.0%	37.9%	38.6%	40.4%	42.5%
Ever smokers	5,067,294	5,049,630	5,188,004	5,080,934	4,941,589
% Enrollee population	60.3%	60.5%	60.2%	58.4%	56.6%
Current smokers*	1,252,816	1,326,435	1,255,216	1,273,362	1,161,301
% Ever smoker population	24.7%	26.3%	24.2%	25.1%	23.5%
% Enrollee population	14.9%	15.9%	14.6%	14.6%	13.3%
Recent unsuccessful quitters	720,587	772,615	668,228	670,692	629,755
% Current smoker population	57.5%	58.3%	53.2%	52.7%	54.2%
% Enrollee population	8.6%	9.3%	7.8%	7.7%	7.2%
Former smokers	3,736,691	3,603,294	3,797,716	3,731,620	3,711,495
% Ever smoker population	73.7%	71.4%	73.2%	73.4%	75.1%
% Enrollee population	44.5%	43.2%	44.1%	42.9%	42.5%
Recent successful quitters	145,991	143,548	181,435	166,239	164,221
% Former smokers	3.9%	4.0%	4.8%	4.5%	4.4%
% Enrollee population	1.7%	1.7%	2.1%	1.9%	1.9%
Enrollee population	8,401,553	8,345,428	8,614,563	8,704,243	8,725,547

* "Current smokers" include enrollees who reported smoking every day or some days currently.

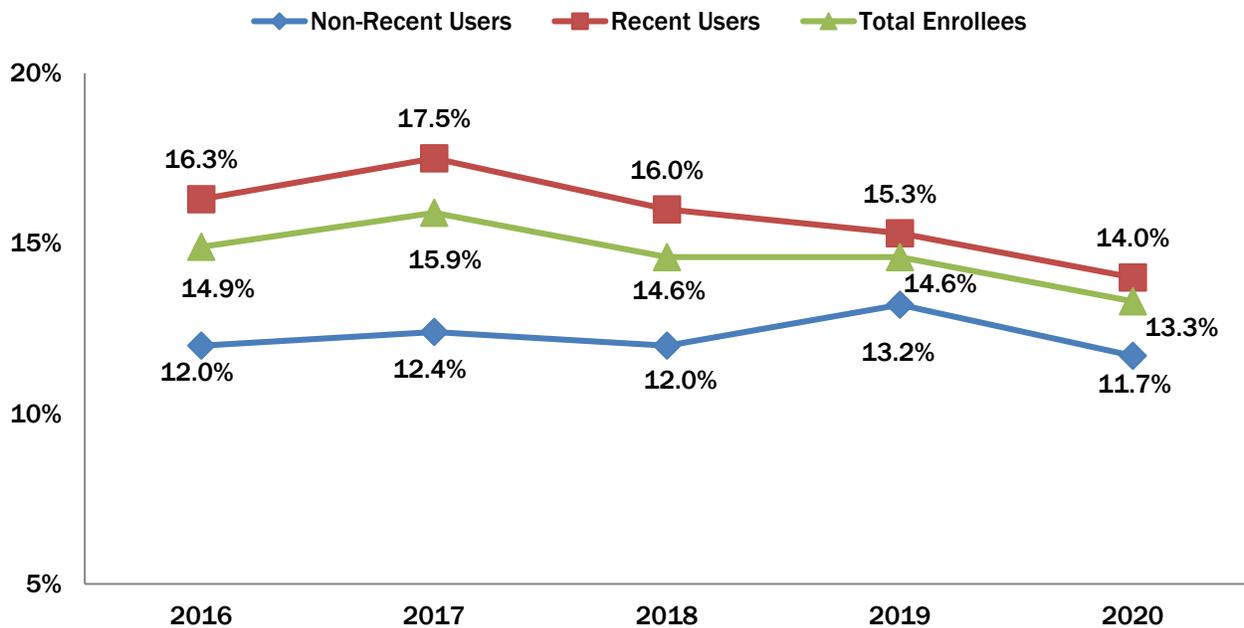
³⁸ <https://www.cdc.gov/nchs/data/nhis/earlyrelease/EarlyRelease202009-508.pdf>

³⁹ https://public.tableau.com/profile/tina.norris#!/vizhome/FIGURE8_1/Dashboard8_1

6.2 Cigarette Smoking by Socioeconomic Characteristics

The chart in Figure 6-2 shows smoking percentages by total enrollees, enrollees who have recently utilized VA Health Care, and enrollees who have not recently utilized VA Health Care. Recent users are defined as enrollees who used VA Health Care during fiscal year 2019 (i.e., between October 1, 2018 and September 30, 2019). As illustrated in Figure 6-2, the current smoking rate among recent users of VA services has been consistently higher than that among the non-recent users and among the total enrollee population. The current smoking rate among recent users has declined steadily from 17.5 percent in 2017 to 14.0 percent in 2020, while the current smoking rate among non-recent users stabilized at around 12 percent from 2016 through 2020, except for a slight uptick in 2019 (13.2%). The smoking rate among non-recent users has been consistently lower than that among the total enrollee population.

Figure 6-2. Percent of smokers by recent utilization of VA services from 2016 to 2020



There were notable differences in smoking rates across different priority groups, age groups, and income groups (Table 6-2). Similar to findings from the 2019 Survey of Enrollees, Priority Groups 4-6 had the highest percentage of current smokers (17.5% of all enrollees in Priority Groups 4-6, compared with 12.7% in Priority Groups 1-3 and 10.0% in Priority Groups 7-8). Veterans in Priority Groups 4-6 are those with catastrophic disabilities (Priority Group 4), nonservice-connected disabilities or Veterans who have an annual income below the established

VA Means Test (MT) threshold (Priority Group 5), or exposure to environmental hazards (Priority Group 6). Priority Groups 7-8, those who are least affected by service-related conditions, had the highest percentage of former smokers (45.9% of all enrollees in this group).

Enrollees under age 45 and enrollees who earned \$35,000 per year or more were more likely to have never smoked than their older and lower-income counterparts. Among enrollees under age 45, over half (53.7%) had never smoked, compared to 49.4 percent among those between ages 45 and 64 and 33.4 percent among those age 65 or older. However, of the three age groups, the oldest group had the lowest current smoking rate (9.5%), compared to 14.8 percent and 18.3 percent, respectively, for the groups under age 45 and between ages 45 and 64.

Nearly half (47.8%) of the enrollees with an annual income of \$35,000 or more were never smokers and only 9.5 percent were current smokers. In contrast, only one-third (35.5%) of those who made less than \$35,000 per year had never smoked and the current smoking rate in this lower-income group was nearly twice the rate of the higher-income group, at 18.9 percent.

Table 6-2. Enrollee smoking status, by priority group, age, and income

	Priority group			Age group			Income group	
	1-3	4-6	7-8	<45	45-64	65+	<\$35,000	\$35,000+
Never smokers	2,114,290	809,830	787,346	1,003,494	1,294,625	1,413,348	1,242,925	2,361,915
% Enrollee population	45.2%	37.0%	42.3%	53.7%	49.4%	33.4%	35.5%	47.8%
Ever smokers	2,529,775	1,357,243	1,054,571	858,965	1,312,076	2,770,549	2,232,601	2,558,712
% Enrollee population	54.1%	62.1%	56.7%	45.9%	50.0%	65.5%	63.7%	51.8%
Current smokers	593,321	382,380	185,599	277,599	480,379	403,322	661,503	471,423
% Ever smokers	23.5%	28.2%	17.6%	32.3%	36.6%	14.6%	29.6%	18.4%
% Enrollee population	12.7%	17.5%	10.0%	14.8%	18.3%	9.5%	18.9%	9.5%
Recent unsuccessful quitters	343,307	190,882	95,565	172,386	258,792	198,578	354,577	262,123
% Current smokers	57.9%	49.9%	51.5%	62.1%	53.9%	49.2%	53.6%	55.6%
% Enrollee population	7.3%	8.7%	5.1%	9.2%	9.9%	4.7%	10.1%	5.3%
Former smokers	1,905,456	952,313	853,726	572,604	821,292	2,317,598	1,535,798	2,059,441
% Ever smokers	75.3%	70.2%	81.0%	66.7%	62.6%	83.7%	68.8%	80.5%
% Enrollee population	40.7%	43.5%	45.9%	30.6%	31.3%	54.8%	43.8%	41.7%
Recent successful quitters	95,296	44,387	24,538	72,355	51,997	39,869	80,394	80,871
% Former smokers	5.0%	4.7%	2.9%	12.6%	6.3%	1.7%	5.2%	3.9%
% Enrollee population	2.0%	2.0%	1.3%	3.9%	2.0%	0.9%	2.3%	1.6%
Enrollee population	4,677,255	2,186,963	1,861,329	1,870,331	2,623,240	4,231,976	3,505,249	4,942,778

Note: Missing income group is not shown. There are no missing values for age and priority group.

When comparing current smoker status among VA enrollees by specific demographic characteristics, notable differences across groups emerged (Table 6-3). Across all racial and ethnic groups, Black non-Hispanics, American Indian/Alaska Native non-Hispanics, and Multi-Racial non-Hispanics had the highest current smoking rate. In terms of health status, enrollees who reported being in fair or poor health were more likely to be current smokers than those who reported being in good/very good/excellent health. The proportion of current smokers was slightly higher among male enrollees (13.4%) and those who recently accessed the VA health system (14.0%) than among their respective counterparts (11.9% for female and 11.7% for those who had not used the system recently).

Similar to the findings from the 2019 survey, the proportion of current smokers was much higher among enrollees who were uninsured (20.9%) or unemployed (20.3%) than those who had health insurance (11.5%) and those who were employed either full-time or part-time (12.5%).

Table 6-3. Current smoker status, by special populations

	Current smoker		Total enrollees
	#	%	#
Gender			
Female	93,749	11.9	785,928
Male	1,067,552	13.4	7,939,619
Race and ethnicity (mutually exclusive)			
White non-Hispanic	784,012	12.6	6,234,264
Black non-Hispanic	170,358	15.8	1,078,695
American Indian/Alaska Native non-Hispanic	8,920	16.8	53,232
Asian non-Hispanic	14,922	11.1	134,620
Native Hawaiian non-Hispanic	NA	NA	28,646
Multi-Racial non-Hispanic	38,752	21.0	184,403
Hispanic	96,448	12.6	767,048
Missing	40,391	16.5	244,639
Insurance status			
Insured	812,244	11.5	7,059,341
Not insured	349,057	20.9	1,666,206

Table 6-3. Current smoker status, by special populations (continued)

	Current smoker		Total enrollees
	#	%	#
OEF/OIF/OND status			
Yes	243,052	13.6	1,792,283
No	918,248	13.2	6,933,264
Health status*			
Good/Very good/Excellent	741,025	11.5	6,447,899
Fair/Poor	410,786	18.7	2,200,778
Employment status			
Employed, full-time or part-time	389,756	12.5	3,122,722
Unemployed	94,124	20.3	462,799
Recent patient status (used VA within the past year)			
Recent VA patient	853,925	14.0	6,088,944
Not a recent VA patient	307,376	11.7	2,636,603

Note: Denominator is all enrollees in the group. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Respondents who selected more than one race were categorized as Multi-Racial. Missing values for race and ethnicity represent those enrollees who did not answer whether they were of Hispanic origin or did not answer the race question.

*Health status was based on self-reported survey data.

6.3 Cigarette Smoking Status by VISN

Figure 6-3 shows the percentage of total enrollees who are current smokers by VISN. The percentages of current smokers range from 10.8 percent (VISN 21) to 17.3 percent (VISN 15) of the enrollee population. In 14 out of the 18 VISNs (VISNs 1, 2, 4, 5, 6, 7, 8, 12, 17, 19, 20, 21, 22, and 23), the rate of current smokers among enrollees is lower than the overall national average of adult current smokers (14.2%).

Figure 6-3. Percentage of enrollees who are current smokers, by VISN

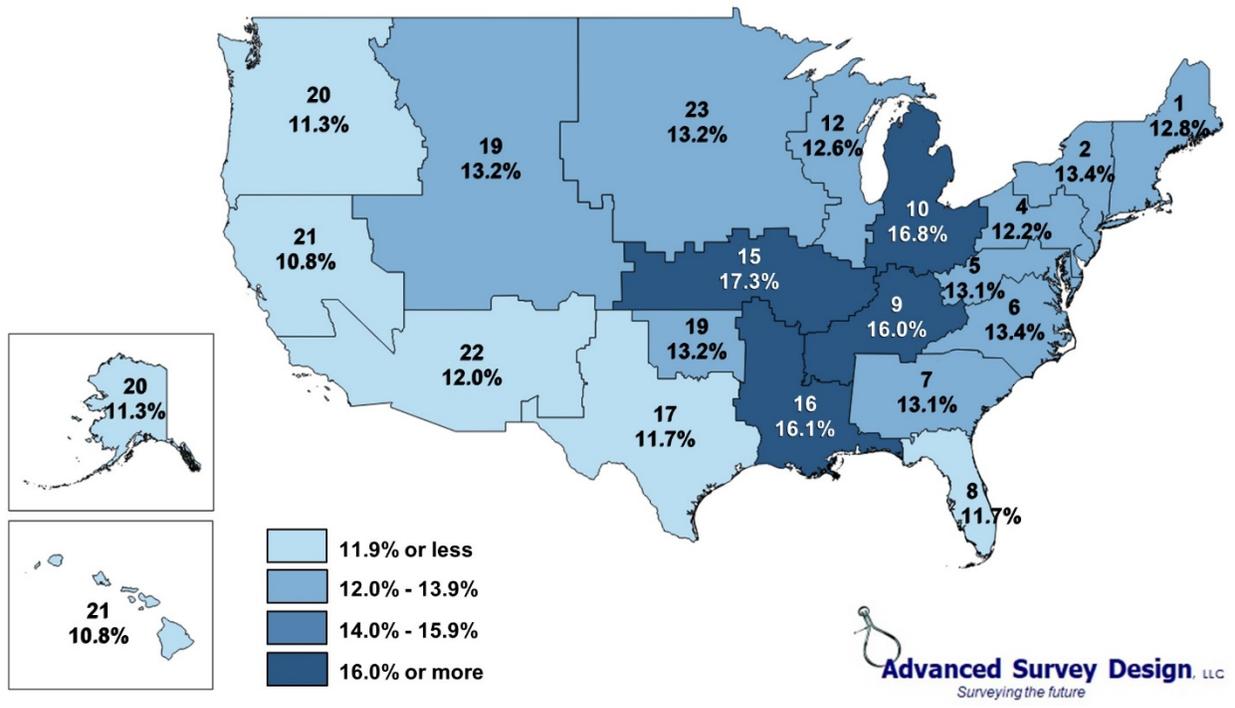


Table 6-4 compares the 2019 and 2020 smoking rates by VISN. The current smoking rate decreased between 2019 and 2020 in 13 out of the 18 VISNs, with the biggest drop in VISN 17 from 15.7 percent in 2019 to 11.7 percent in 2020, followed by VISN 10 (from 20.7% to 16.8%), VISN 12 (from 16.5% to 12.6%), and VISN 16 (from 19.9% to 16.1%). Only five VISNs saw a slight increase in current smoking rate (between 0.7 and 2.0 percentage points).

Table 6-4. Change in current smoking rates from 2019 to 2020, by VISN

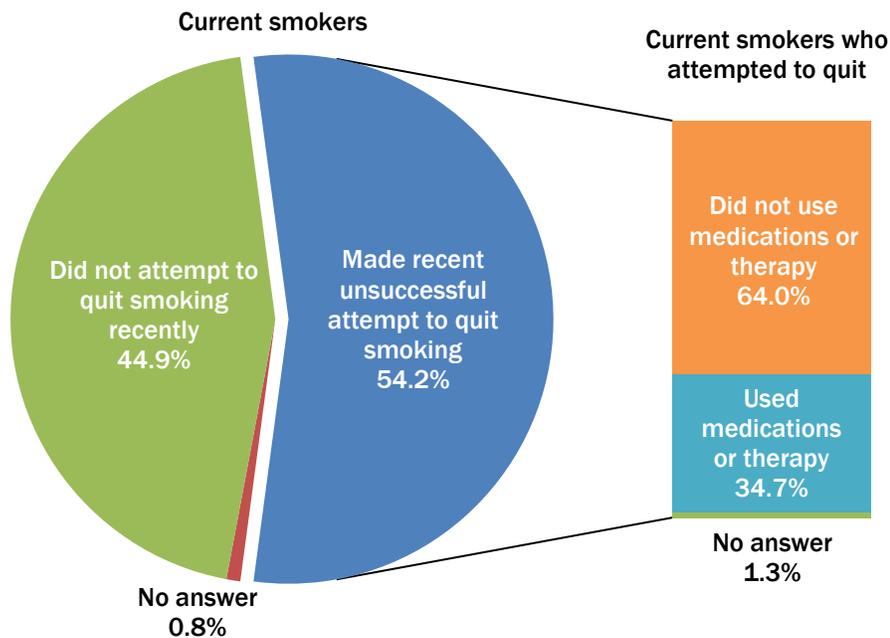
VISN	Percentage of enrollees who are current smokers		
	2019 (%)	2020 (%)	Change (in percentage points) from 2019 to 2020
1	10.8	12.8	2.0
2	11.7	13.4	1.7
4	14.4	12.2	-2.2
5	12.4	13.1	0.7
6	15.3	13.4	-1.9
7	13.4	13.1	-0.3
8	13.5	11.7	-1.8
9	17.8	16.0	-1.8
10	20.7	16.8	-3.9
12	16.5	12.6	-3.9
15	16.4	17.3	0.9
16	19.9	16.1	-3.8
17	15.7	11.7	-4.0
19	14.7	13.2	-1.5
20	13.1	11.3	-1.8
21	11.6	10.8	-0.8
22	11.3	12.0	0.7
23	13.7	13.2	-0.5

6.4 Tobacco Cessation

Most former smokers (69.2%, not shown) reported successfully quitting smoking ten or more years ago, and one in ten former smokers (9.9%, not shown) last smoked one to four years ago. An additional 4.4 percent (not shown) of former smokers, or 1.9 percent of the enrollee population, reported having successfully quit smoking in the previous 12 months.

As shown in Figure 6-4, over half (54.2%) of current enrollee smokers had made a recent quit attempt but were unsuccessful. Of these recent unsuccessful quitters, 34.7 percent used non-nicotine prescription medications or nicotine replacement therapy (e.g., nicotine patch, gum, lozenge, inhaler, or nasal spray) to help with their tobacco cessation attempt.

Figure 6-4. Recent unsuccessful tobacco cessation attempts among current smokers and use of non-nicotine prescription medications or nicotine replacement therapy

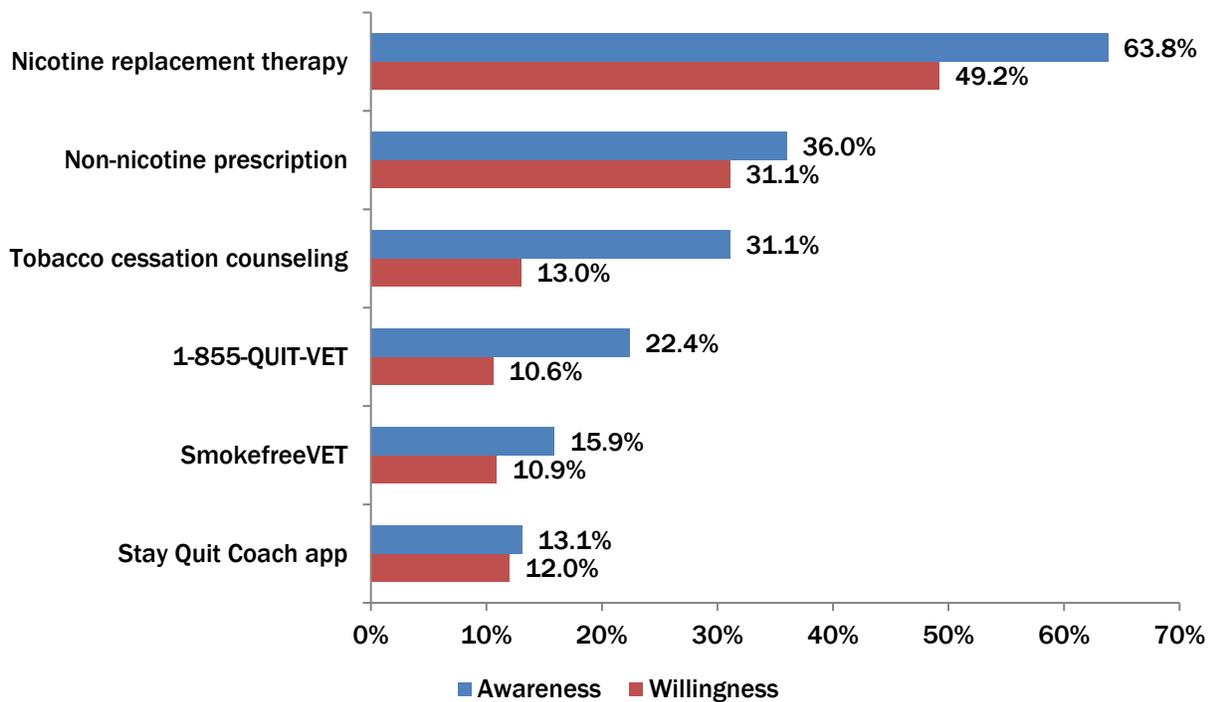


Note: Denominator for the pie chart is the total number of current smokers, weighted N = 1,161,301. Denominator for the bar chart is the total number of current smokers who attempted to quit recently, weighted N = 629,755.

Figure 6-5 shows the awareness of and willingness to use the major tobacco cessation resources offered by the VA. Nicotine replacement therapy was the best known among the current enrollee smokers, with 63.8 percent reporting awareness, followed by non-nicotine prescription medications (36.0%), tobacco cessation counseling services (31.1%), the 1-855-QUIT-VET quitline (22.4%), the SmokefreeVET text messaging program (15.9%), and the Stay Quit Coach application (13.1%).

Among current enrollee smokers, nicotine replacement therapy, non-nicotine prescription medications, and tobacco cessation counseling services were also the top three resources that they were most willing to use to help them quit smoking 49.2%, 31.1%, and 13.0%, respectively, see Figure 6-5). However, a change of pattern occurred between awareness and willingness with regard to the Stay Quit Coach application. Enrollee smokers showed more interest in using the Stay Quit Coach application (12.0%) than using the SmokefreeVET text messaging (10.9%) and the 1-855-QUIT-VET quitline (10.6%).

Figure 6-5. Among current smokers, awareness of and willingness to use VA tobacco cessation resources



Note: Denominator is current smokers for both awareness and willingness. Weighted N = 1,161,301.

6.5 Use of Smokeless Tobacco and e-Cigarettes

While smoking rates have been on the decline among the general adult population, the overall usage rates of smokeless tobacco products (e.g., chewing tobacco, snuff, snus) and e-cigarettes in comparison, have declined at much lower rates.⁴⁰ E-cigarettes is a general term referring to e-cigs, vapes, e-hookahs, vape pens, and electronic nicotine delivery systems (ENDS). Among younger demographic groups, such as middle and high school students, usage of e-cigarettes has even increased significantly in recent years thanks to efforts by manufacturers to advertise vaping as an alternative to cigarette smoking.^{41,42} Like other tobacco products, Veterans tend to use smokeless tobacco products at significantly higher rates compared to their non-Veteran counterparts.⁴³ Little is known about the use of e-cigarettes among Veterans, but recent studies have suggested that use

⁴⁰ https://progressreport.cancer.gov/prevention/adult_smoking

⁴¹ <https://www.drugabuse.gov/news-events/news-releases/2019/09/teen-e-cigarette-use-doubles-2017>

⁴² https://www.cdc.gov/mmwr/volumes/68/wr/mm6806e1.htm?s_cid=osh-vs-mmwr-full-001

⁴³ <https://www.cdc.gov/mmwr/volumes/67/wr/mm6744a2.htm>

of e-cigarettes or vaping products has already passed cigarette smoking in popularity among active military members.⁴⁴

Even though smokeless tobacco and e-cigarettes are often perceived as safer and healthier alternatives to smoking, both still contain significant quantities of nicotine and pose a number of serious health risks to the user. Smokeless tobacco products are linked to increased risk of developing oral, esophageal, and pancreatic cancers, and can cause stained teeth and damaged gum tissue.⁴⁵ E-cigarettes may also contain aerosols that can introduce cancer-causing chemicals, volatile compounds, and heavy metals into the lungs. Chemicals used to flavor the vapor, such as diacetyl, have also been linked to serious lung diseases. Recently, a nationwide outbreak of lung illnesses related to e-cigarette products containing tetrahydrocannabinol (THC) oils has resulted in over 2,800 hospitalizations and almost 70 deaths as of February 2020. Many of the reported brands used by victims were found to be heavily counterfeited by unknown black market producers, and the CDC has linked all illness cases to the presence of a cutting agent used to dilute the strength of the THC found in these products.⁴⁶ Lastly, many young people use both e-cigarettes and traditional cigarettes, and there is some evidence that using e-cigarettes increases the likelihood of smoking cigarettes in the future.⁴⁷

To measure the prevalence of smokeless tobacco use and e-cigarette use and/or vaping among enrollees, two questions were asked of enrollees whether they currently use smokeless tobacco products such as chewing tobacco, snuff, or snus; and whether they use e-cigarettes or other vaping products (“Every day,” “Some days,” or “Not at all”).

Figure 6-6 shows the percentage of enrollees who reported using smokeless tobacco every day or some days to be 3.2% and 1.9%, respectively. The percentage of enrollees who reported using e-cigarettes or other vaping products every day or some days were 1.5% and 2.0%, respectively. E-cigarette use dropped from those reported in 2019 and the change in e-cigarette use was statistically significant (4.3% in 2019 vs. 3.5% in 2020).

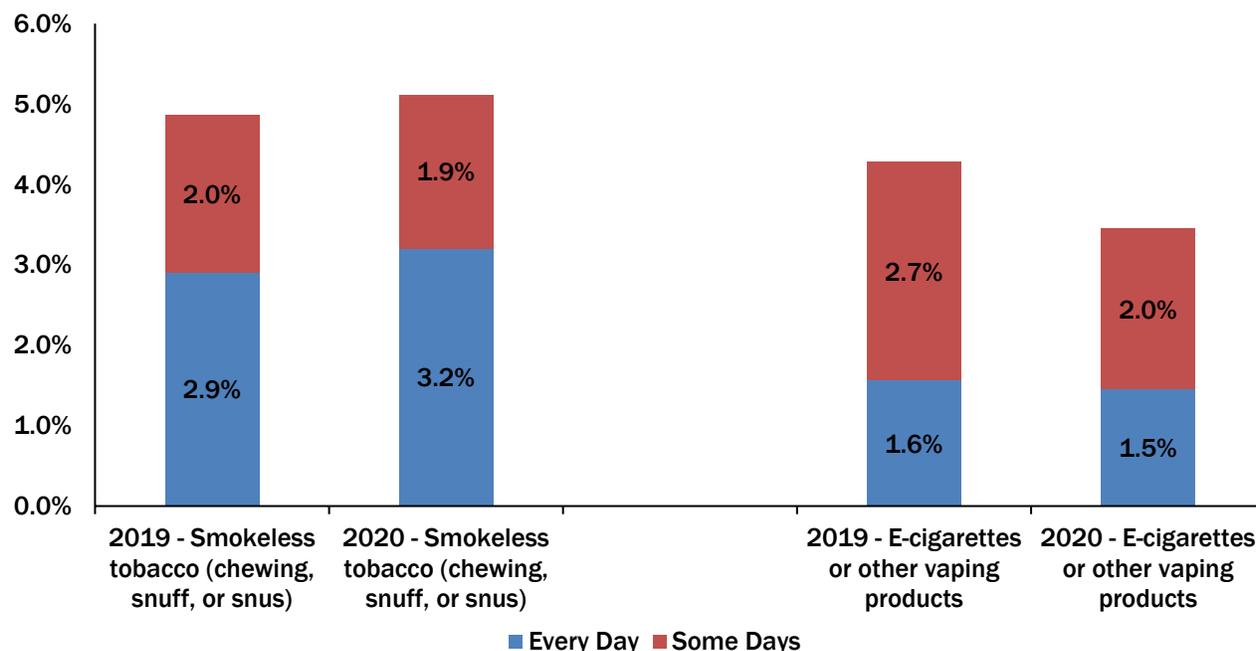
⁴⁴ <https://www.militarytimes.com/pay-benefits/2019/02/03/among-troops-vaping-is-now-more-popular-than-cigarettes/>

⁴⁵ <https://www.cancer.org/cancer/cancer-causes/tobacco-and-cancer/smokeless-tobacco.html#references>

⁴⁶ https://www.cdc.gov/tobacco/basic_information/e-cigarettes/severe-lung-disease.html

⁴⁷ https://www.cdc.gov/tobacco/basic_information/e-cigarettes/Quick-Facts-on-the-Risks-of-E-cigarettes-for-Kids-Teens-and-Young-Adults.html

Figure 6-6. Among enrollees, prevalence of smokeless tobacco and e-cigarette use (2019 and 2020 results)



Note: Denominator is all enrollees. Weighted N = 8,725,547.

Table 6-5 shows that the use of other tobacco products varies across enrollee socio-demographic groups. Enrollees in Priority Groups 1-3 had the highest rate of using smokeless tobacco products (6.1%) and e-cigarettes or vaping products (4.1%), compared to those in Priority Groups 4-6 (4.1% and 3.0%, respectively) and those in Priority Groups 7-8 (3.8% and 2.4%, respectively).

Smokeless tobacco use and e-cigarette use appeared strongly correlated with age. Younger enrollees were more likely to engage in both behaviors, with the highest prevalence among enrollees younger than age 45 (9.8% for smokeless tobacco use and 8.7% for e-cigarette use).

Little difference was found between higher- and lower-income groups in both smokeless tobacco use and e-cigarette use.

Table 6-5. Among enrollees, use of other tobacco products by priority group, age, and income

	Use of chewing tobacco, snuff, or snus		Total	Use of e-cigarettes or other vaping products		Total
	#	%		#	%	
Priority group						
P1-P3	285,990	6.1	4,677,255	191,968	4.1	4,677,255
P4-P6	89,871	4.1	2,186,963	65,187	3.0	2,186,963
P7-P8	70,800	3.8	1,861,329	43,942	2.4	1,861,329
Age						
<45	183,877	9.8	1,870,331	163,513	8.7	1,870,331
45 to 64	152,555	5.8	2,623,240	93,178	3.6	2,623,240
65+	110,229	2.6	4,231,976	44,407	1.0	4,231,976
Income						
<\$35,000	172,249	4.9	3,505,249	134,914	3.8	3,505,249
\$35,000+	261,715	5.3	4,942,778	160,079	3.2	4,942,778
Missing	12,697	4.6	277,520	6,105	2.2	277,520

Note: Denominator is enrollees in each subpopulation group. Weighted N = 8,725,547 enrollees. "Use" of the product includes both every-day use and some-day use.

Digital Access to VA Information and Resources

7

Since the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009, the Federal government has made significant investments in the adoption of health information technology (HIT), with the aim of transforming health care delivery and promoting person-centered and self-managed health. Health providers and hospitals have followed suit by improving their existing electronic systems and services. For example, the VA has been modernizing its electronic health record (EHR) system to provide Veterans with seamless care as they transition from military service to Veteran status and when they choose to use community care.⁴⁸

In support of the modernization effort, the VA released an online feature that allows Veterans to access their medical images and associated study reports online. This feature, called the VA Medical Images and Reports, allows Veterans with a premium account to view, download, and share copies of their radiology studies, such as X-rays, mammograms, magnetic resonance imaging (MRI) scans, and computerized tomography (CT) scans from the VA EHR.⁴⁹ The VA Medical Images and Reports feature is available through My HealtheVet, an online personal health record portal for Veterans and active-duty service members, their health care providers, and dependents. Another effort to make medical records more accessible is through the Blue Button Initiative which enables Veterans to access their health records electronically and share with doctors, trusted family members, or caregivers.⁵⁰

As more providers adopt health information technologies and make health care available through remote means (e.g., email, phone consultations, mobile applications, video), understanding how Veterans access the Internet, the frequency of Internet use, and reasons for Internet use across Veteran subgroups becomes increasingly important. Barriers to electronic health platforms affect both providers and patients. Barriers to providers include cost pressures, time limitations, cultural differences, poor usability, and lack of steady and consistent access for patient users.⁵¹ To help

⁴⁸ <https://www.healthit.gov/sites/default/files/page/2018-12/2018-HITECH-report-to-congress.pdf>

⁴⁹ <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=4046>

⁵⁰ <http://www.va.gov/bluebutton>

⁵¹ *Federal Health IT Strategic Plan 2015-2020*. Prepared by The Office of the National Coordinator for Health Information Technology (ONC), Office of the Secretary, United States Department of Health and Human Services. https://www.healthit.gov/sites/default/files/9-5-federalhealthitstratplanfinal_0.pdf

understand patient barriers to online usage, the VA conducted a study of VA patient portal usage at a large VA health care facility. Results showed that short-term and long-term portal usage was associated with having broadband at home, high self-rated ability to use the Internet, and overall online behavior. Digital inclusion, or ready access to the Internet and digital skills, appears to be a social determinant in patient exposure to portal services.⁵²

As in previous years, the 2020 Survey of Enrollees included questions about enrollees' use of the Internet as well as enrollees' awareness and use of My HealthVet (MHV) to access VA information and resources.

7.1 Access to the Internet and Text Messaging

A recent study suggests that Internet use for health resource access is critical for Veterans and their caregivers, with those feeling most technologically comfortable benefiting most from online resources.⁵³ Similar to the 2019 survey results (79.1%), approximately four in five enrollees (81.3%, not shown) in the 2020 survey reported using the Internet, at least occasionally. Table 7-1 shows the percentage of enrollee Internet users by enrollee socio-demographic groups. Internet usage was most prevalent among enrollees who were younger, with higher incomes, and among those in Priority Groups 1-3. Nearly all enrollees under the age of 45 (98.8%) reported that they used the Internet, compared with 67.9 percent of enrollees 65 years of age or older. Additionally, Internet use for enrollees with an annual income of \$35,000 or more (90.6%) was 21 percentage points higher than the rate of Internet use among lower-income enrollees (69.6%).

⁵² Woods, S.S., Forsberg, C.W., Schwartz, E.C., Nazi, K.M., Hibbard, J.H., Houston, T.K., & Gerrity, M. (2017). The Association of Patient Factors, Digital Access, and Online Behavior on Sustained Patient Portal Use: A Prospective Cohort of Enrolled Users. *Journal of Medical Internet Research*, 19(10), e345.

⁵³ Duan-Porter, W., Van Houtven, C.H., Mahanna, E.P., Chapman, J.G., Stechuchak, K.M., Coffman, C.J., & Hastings, S.N. (2018). Internet use and technology-related attitudes of Veterans and informal caregivers of Veterans. *Telemedicine and e-Health*, 24(7), doi: <https://doi.org/10.1089/tmj.2017.0015>.

Table 7-1. Enrollee use of the Internet, by age, priority group, and income

	Use the Internet, at least occasionally		Total
	#	%	
Age			
<45	1,847,326	98.8	1,870,331
45 to 64	2,375,341	90.5	2,623,240
65+	2,874,714	67.9	4,231,976
Priority group			
P1-P3	4,101,770	87.7	4,677,255
P4-P6	1,536,976	70.3	2,186,963
P7-P8	1,458,636	78.4	1,861,329
Income			
<\$35,000	2,438,781	69.6	3,505,249
\$35,000+	4,476,741	90.6	4,942,778
Missing	181,859	65.5	277,520

Note: Denominator is all enrollees in each demographic group. Weighted N = 8,725,547.

Acceptability of mobile phone text messaging as a means of asynchronous communication between health care systems and patients is growing. The VA has adopted an automated texting system (aTS) for national rollout. The aTS allows providers to develop clinical texting protocols to promote patient self-management and allows clinical teams to monitor patient progress between in-person visits. An aTS hepatitis C virus (HCV) protocol has been developed and evaluated at VA HCV specialty clinics. Patients largely found the aTS easy to use and helpful. Patients who used the service reported lower distress about failing HCV treatment and better adherence to HCV medication.⁵⁴

The 2020 Survey of Enrollees asked about use of text messaging. Table 7-2 shows the rate of text message use by enrollee socio-demographic groups. More than three in four enrollees (78.3%, not shown) indicated that they sent or received text messages, a notable increase from the rate in 2019 (73.8%). Use of text messages varies with age, priority group, and income. Whereas almost all enrollees under the age of 45 reported that they used text messaging (98.0%), that proportion dropped to 92.1 percent among enrollees 45-64 years old and 61.1 percent among enrollees who

⁵⁴ Yakovchenko, V., Hogan, T.P., Houston, T.K., Richardson, L., Lipschitz, J., Petrakis, B.A., Gillespie, C., and McInnes, D.K. (2019). Automated Text Messaging With Patients in Department of Veterans Affairs Specialty Clinics: Cluster Randomized Trial. *Journal of Medical Internet Research*, 21(8), e14750.

were 65 years or older. Text messaging was most popular among enrollees under age 45, enrollees in Priority Groups 1-3, and enrollees who earned \$35,000 or more annually.

Table 7-2. Use of text messages, by priority group, age, and income

	Sends/Receives text messages		Total
	#	%	
Age			
<45	1,833,848	98.0	1,870,331
45-64	2,415,937	92.1	2,623,240
65+	2,586,320	61.1	4,231,976
Priority group			
P1-P3	3,979,861	85.1	4,677,255
P4-P6	1,533,226	70.1	2,186,963
P7-P8	1,323,019	71.1	1,861,329
Income			
<\$35,000	2,400,099	68.5	3,505,249
\$35,000+	4,270,919	86.4	4,942,778
Missing	165,087	59.5	277,520

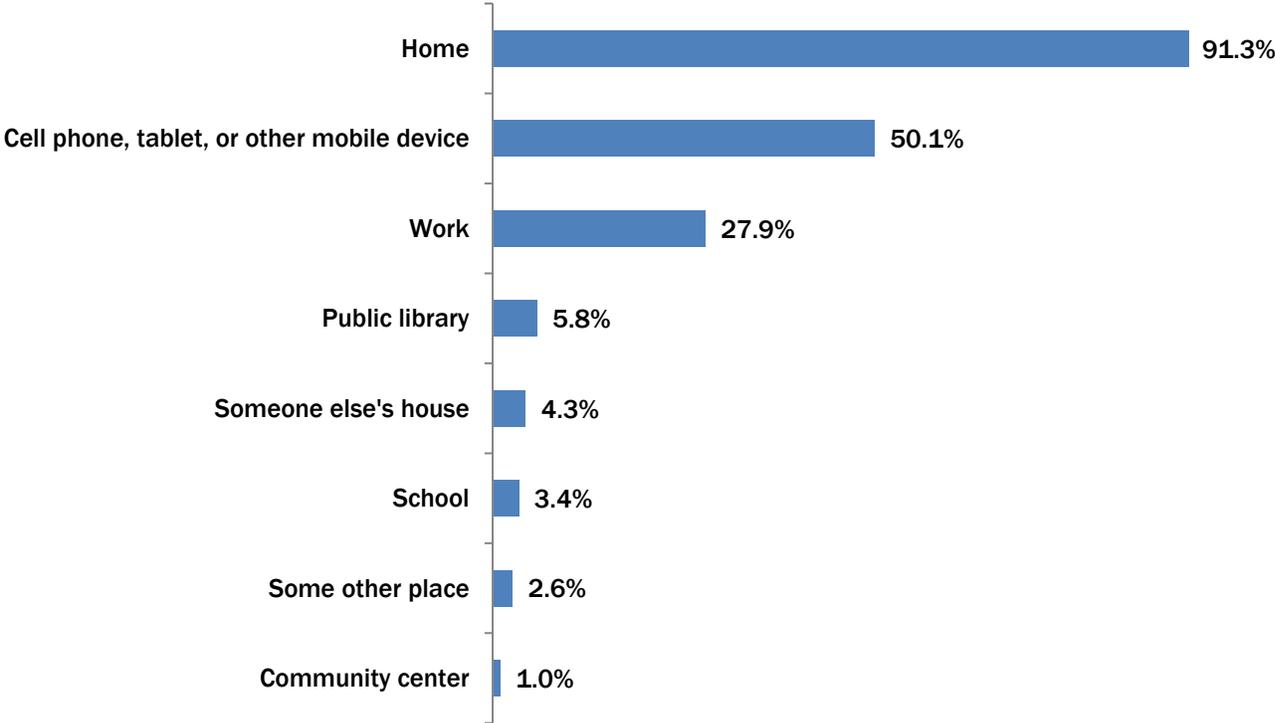
Note: Denominator is all enrollees in each demographic group. Weighted N = 8,725,547.

The remainder of this chapter describes responses to several questions related to Internet use among the 81.3 percent of all enrollees who indicated that they use the Internet at least occasionally. These enrollees are referred to as enrollee Internet users, Internet users, or enrollees who self-identify as Internet users.

7.1.1 Places where Enrollees Access the Internet

As shown in Figure 7-1, the most common place where enrollees accessed the Internet was at home (91.3%). Enrollees also reported accessing the Internet through mobile devices such as a cell phone or tablet (50.1%) and at work (27.9%). A much smaller share of enrollees reported accessing the Internet at a public library (5.8%), someone else’s house (4.3%), a school (3.4%), a community center (1.0%), or some other place (2.6%).

Figure 7-1. Among enrollee Internet users, the places where they access the Internet



Note: Denominator is enrollees who are Internet users. Weighted N = 7,097,382 enrollees.

Table 7-3 shows places where enrollee Internet users accessed the Internet by priority group, age, and income. Across priority group, age group, and income group, home was the most frequent place where enrollees accessed the Internet. However, there were notable differences across all three groups for other locations.

Enrollee Internet users who had an annual income of \$35,000 or more were more likely than those with lower incomes to access the Internet from home, at work, or through mobile devices, while lower-income enrollee Internet users were more likely than their higher-income counterparts to access the Internet at a public library, from someone else’s house, at a school or community center, or from some other place. The rate at which higher-income enrollee Internet users accessed the Internet at work was more than 26 percentage points higher than that of lower-income enrollee Internet users.

The youngest enrollee Internet users (younger than 45 years old) were more likely than older enrollee Internet users to access the Internet from all of the given locations except for public libraries. A slightly higher proportion of those ages 45-64 reported using public libraries (7.3%) to

access the Internet, compared to 7.2 percent of those younger than age 45 and 3.7 percent of those age 65 or older. In particular, the youngest group of enrollee Internet users was more likely than older users to use the Internet from home (92.5%, compared to 89.1% of those ages 45-64 and 92.2% of those age 65 or older), on a mobile device (69.9%, compared to 56.0% of those ages 45-64 and 32.4% of those age 65 or older), at work (50.8%, compared to 37.3% of those ages 45-64 and 5.4% of those age 65 or older), at someone else's house (6.3%, compared to 4.9% of those ages 45-64 and 2.7% of those age 65 or older), and at school (10.2%, compared to 1.8% of those ages 45-64 and 0.3% of those age 65 or older).

Compared with Priority Groups 4-6 and 7-8, enrollee Internet users in Priority Groups 1-3 were most likely to access the Internet from home (92.5%, compared to 87.3% of Priority Groups 4-6 and 91.9% of Priority Groups 7-8), through mobile devices (53.9%, compared to 45.6% of Priority Groups 4-6 and 43.9% of Priority Groups 7-8), from work (32.1%, compared to 17.7% of Priority Groups 4-6 and 26.6% of Priority Groups 7-8), and from school (4.4%, compared to 2.2% of Priority Groups 4-6 and 1.7% of Priority Groups 7-8).

Table 7-3. Places where enrollees access the Internet, by priority group, age, and income

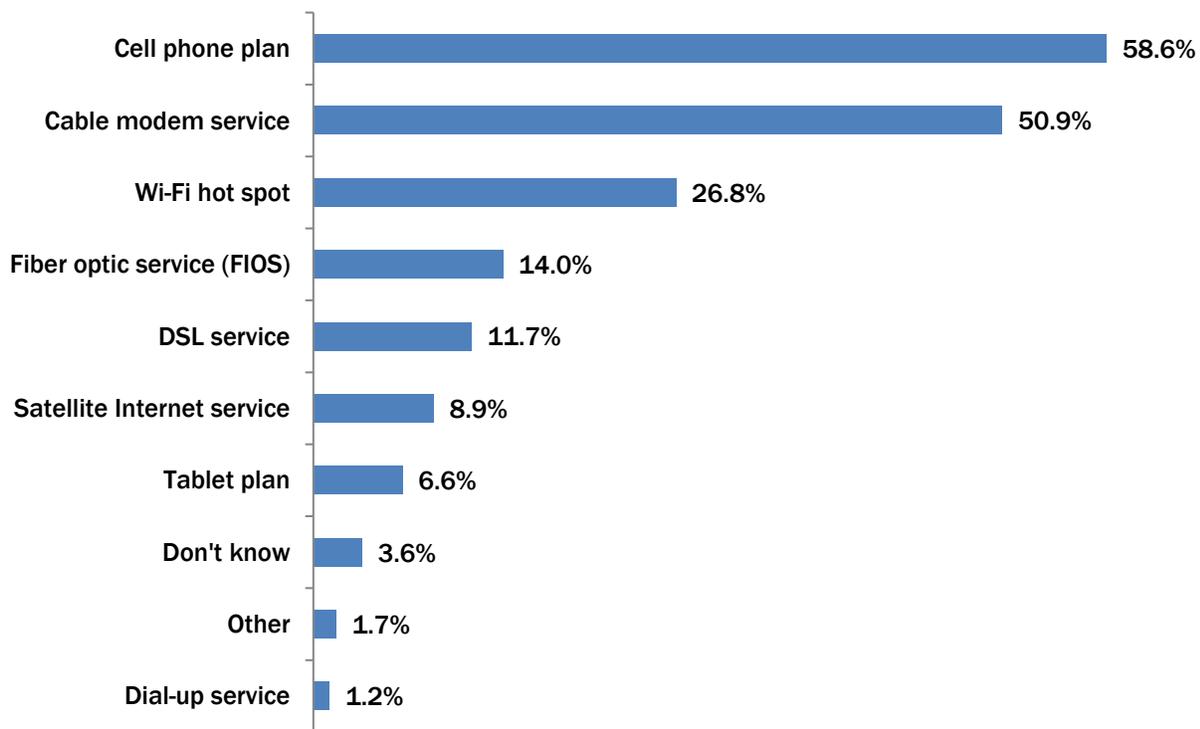
	Priority group			Age group			Income group	
	P1-P3	P4-P6	P7-P8	<45	45-64	65+	<\$35K	\$35K+
Home	3,794,731	1,341,278	1,340,380	1,709,074	2,116,175	2,651,140	2,103,357	4,210,225
% Internet users	92.5%	87.3%	91.9%	92.5%	89.1%	92.2%	86.2%	94.0%
Cell phone, tablet, other mobile device	2,212,086	700,162	640,780	1,291,245	1,329,084	932,699	1,044,108	2,446,087
% Internet users	53.9%	45.6%	43.9%	69.9%	56.0%	32.4%	42.8%	54.6%
Work	1,318,151	272,668	388,412	938,008	886,645	154,578	268,165	1,676,193
% Internet users	32.1%	17.7%	26.6%	50.8%	37.3%	5.4%	11.0%	37.4%
Public library	228,650	120,418	65,306	132,374	174,284	107,717	218,837	187,949
% Internet users	5.6%	7.8%	4.5%	7.2%	7.3%	3.7%	9.0%	4.2%
Someone else's house	181,535	78,767	48,039	115,753	115,982	76,606	124,523	177,548
% Internet users	4.4%	5.1%	3.3%	6.3%	4.9%	2.7%	5.1%	4.0%
School	179,765	34,483	25,431	188,672	42,265	8,742	101,616	136,456
% Internet users	4.4%	2.2%	1.7%	10.2%	1.8%	0.3%	4.2%	3.0%
Some other place	110,361	45,087	25,819	78,359	66,222	36,687	68,493	109,243
% Internet users	2.7%	2.9%	1.8%	4.2%	2.8%	1.3%	2.8%	2.4%
Community center	44,290	18,283	7,225	26,730	20,240	22,827	34,253	33,658
% Internet users	1.1%	1.2%	0.5%	1.4%	0.9%	0.8%	1.4%	0.8%

Note: Denominator is enrollees who are Internet users in each subpopulation group. Weighted N = 7,097,382 enrollees.

7.1.2 Services Used to Access the Internet

Enrollees who reported using the Internet at least occasionally were asked what types of services they used to access the Internet. As shown in Figure 7-2, the three most common types of services that enrollee Internet users reported using to access the Internet were a cell phone plan (58.6%), a cable modem (50.9%), and a Wi-Fi hot spot (26.8%). About one in seven (14.0%) used a fiber optic service and more than one in ten (11.7%) used a DSL service. Other types of services used by enrollees to access the Internet included satellite Internet services (8.9%), tablet plans (6.6%), and dial-up services (1.2%). Another 3.6 percent of enrollees using the Internet did not know the service they used to access the Internet.

Figure 7-2. Among enrollee Internet users, the services used to access the Internet



Note: Denominator is enrollees who are Internet users. Weighted N = 7,097,382 enrollees.

7.2 Use of the My HealthVet Website

My HealthVet (MHV) is an online personal health record portal for Veterans and active-duty service members as well as their health care providers and dependents. The objective of MHV is

to provide patients with easy access to accurate health information and the tools that are needed to make informed decisions. MHV provides an online platform where enrollees can record, access, and share important health information and communicate with their health care provider. Health-related information includes family health history, health care providers, health insurance, immunizations, lab reports and tests, medical events, medications, military health history, health goals, and current medical or health conditions.⁵⁵ MHV also provides access to the Veterans Health Library (VHL), an online, accessible, and bilingual (English and Spanish) repository of up-to-date information about pertinent health concerns.

Since its initial pilot (2000-2010), the My HealtheVet program has demonstrated the value of providing patients with easier access to information contained in their VA health records. A pilot program was launched in December 2015 to allow patients with diabetes the ability to track their blood sugar levels and to update their health care providers on glucose levels through a Secure Messaging feature.⁵⁶ Patients are encouraged to import laboratory test results from the VA electronic health record (EHR) system into a personal health record (PHR) system, which enables patients to manage their own health information.

While the VA manages the overall MHV system, the content of the PHR is the property of the Veteran.⁵⁷ Among the Veterans who participated in the initial pilot program (2000-2010), the overall level of satisfaction was high. Eighty-four percent agreed the information and services provided were helpful, the majority indicated that the pilot program helped to improve their care, and 90 percent said they would recommend it to another Veteran. The pilot portal's ability to import data from the VA EHR system ranked especially high on the list of features.⁵⁸ This feature is currently available for "premium" account holders of MHV. The premium account gives users the highest level of access and full use of MHV features, and requires account holders to have their identification verified in order to link their MHV account with their VA/DoD records.⁵⁹ Only Veterans and VA patients can hold advanced and premium level accounts. However, anyone who

⁵⁵ <http://catalog.data.gov/dataset/my-healthevet-mhv>

⁵⁶ <https://www.myhealth.va.gov/mhv-portal-web/improving-diabetes-management-while-increasing-access?inheritRedirect=true>

⁵⁷ Nazi, K. M., Hogan, T. P., Wagner, T. H., McInnes, D. K., Smith, B. M., Haggstrom, D., & Weaver, F. M. (2010). Embracing a health services research perspective on personal health records: Lessons learned from the VA My HealtheVet system. *Journal of General Internal Medicine*, 25 (Suppl. 1), 62-67.

⁵⁸ Nazi, K. M., Hogan, T. P., McInnes, D. K., Woods, S. S., & Graham, G. (2013). Evaluating patient access to electronic health records: Results from a survey of Veterans. *Medical Care*, 51(3, Suppl. 1), S52-S56. doi: 10.1097/MLR.0b013e31827808db.

⁵⁹ <https://www.myhealth.va.gov/web/myhealthevet/my-healthevet-offers-three-account-types>

registers on MHV can have a basic account, which has limited access to MHV features, with functionalities for the account holder to enter and view their self-reported health information.

The 2020 Survey of Enrollees asked questions about awareness and use of the MHV website. In 2020, two-thirds of enrollee Internet users (66.0%) indicated that they were aware of the MHV (not shown), which is a significant increase from 2019 (57.4%). Of those who were aware of MHV, 59.8 percent (not shown) said that they had used the site.

Table 7-4 shows that younger enrollee Internet users were more likely to be aware of MHV compared to older enrollees. Specifically, 75.9 percent of enrollee Internet users younger than age 45 were aware of the MHV website, compared to 67.6 percent of enrollee Internet users ages 45-64 and 58.4 percent of those age 65 or older. The rate of MHV use varied less than the rate of MHV awareness. The proportion of enrollee Internet users who were aware of the MHV website and used the website was 65.4 percent among enrollees younger than age 45, compared to 60.5 percent and 54.5 percent, respectively among those ages 45-64 and those age 65 or older.

As shown in Table 7-4, enrollee Internet users in higher priority groups were more likely to be aware of and use MHV. The majority of enrollee Internet users in Priority Groups 1-3 reported being aware of MHV (72.7%), and of those who were aware, nearly two-thirds (64.2%) said that they had used MHV. In contrast, 51.3 percent of Priority Groups 7-8 enrollee Internet users said they were aware of MHV, and 50.3 percent of those who were aware of MHV reported using the site.

Slight differences in awareness of MHV were found across income levels. A greater percentage of lower-income enrollee Internet users were aware of MHV (68.6%) than higher-income enrollee Internet users (64.8%). However, there was little difference across income groups in terms of the MHV utilization rate among those who were aware of the website.

Table 7-4. Among enrollee Internet users, the percentage who are aware of and use the My HealtheVet website, by age, priority group, and income

	Aware of MHV ¹		Total	Among aware, used MHV ²		Total
	#	%		#	%	
Age						
<45	1,401,990	75.9	1,847,326	916,577	65.4	1,401,990
45 to 64	1,606,087	67.6	2,375,341	972,310	60.5	1,606,087
65+	1,678,068	58.4	2,874,714	914,364	54.5	1,678,068
Priority group						
P1-P3	2,982,003	72.7	4,101,770	1,914,453	64.2	2,982,003
P4-P6	955,471	62.2	1,536,976	512,218	53.6	955,471
P7-P8	748,671	51.3	1,458,636	376,580	50.3	748,671
Income						
<\$35,000	1,673,185	68.6	2,438,781	997,741	59.6	1,673,185
\$35,000+	2,900,801	64.8	4,476,741	1,739,182	60.0	2,900,801
Missing	112,159	61.7	181,859	66,327	59.1	112,159

¹ Denominator is enrollees who use the Internet. Weighted N = 7,097,382 enrollees.

² Denominator is enrollees who use the Internet and who were aware of the My HealtheVet web site. Weighted N = 4,686,146 enrollees.

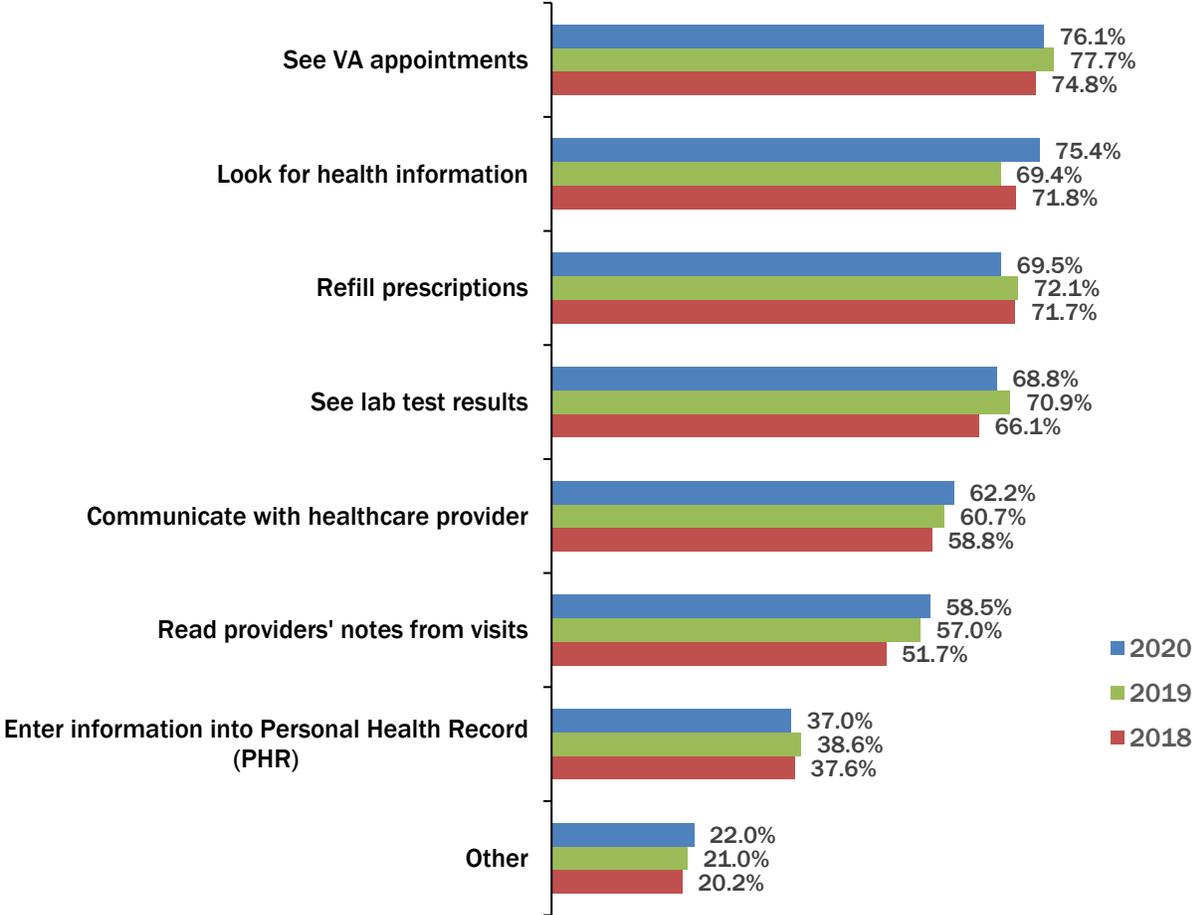
Figure 7-3 provides survey findings on the reported reasons for using the MHV website among MHV users, along with a comparison of reported reasons from the past three years. In 2020, the five most frequently cited reasons were:

- see VA appointments (76.1%);
- look for health information (75.4%);
- refill prescriptions (69.5%);
- see lab results (68.8%); and
- communicate with health care provider through secure email (62.2%).

The MHV users also used MHV to read doctors’ or nurses’ notes from visits to a VA clinic or hospital (58.5%) and enter information into the Personal Health Record (PHR) system (37.0%). The largest shift in reasons for using MHV from 2019 to 2020 occurred with looking for health

information. In 2019, looking for health information was the fourth most frequently reported reason for using MHV at 69.4 percent, while in 2020, looking for health information ranked second at 75.4 percent. Compared to 2018, the greatest increase (6.8 percent) occurred in using MHV to read doctors' or nurses' notes from visits to a VA clinic or hospital (51.7 percent in 2018 and 58.5 percent in 2020).

Figure 7-3. Among MHV users, the reported reasons for using the My HealtheVet website



Note: Denominators are enrollees who are Internet users and who indicated they were both aware of and users of My HealtheVet. Weighted N = 2,803,250 enrollees.

Table 7-5 displays the reasons for using the MHV by priority group, age, and income. The reasons for using MHV varied across priority groups with the greatest difference being in the use of MHV to read providers' notes, with the highest percentage among enrollees in Priority Groups 1-3 (61.5%), compared to 51.7 percent in Priority Groups 4-6 and 52.3 percent in Priority Groups 7-8. With regard to age groups, the greatest difference was in the use of MHV to enter information into

PHR, with the highest percentage among enrollees younger than age 45 (49.5%), compared to 34.3 percent for ages 45-64 and 27.3 percent for age 65 or older. Enrollees younger than 65 years old were more likely than enrollees age 65 or older to use MHV for purposes other than refilling prescriptions. The largest difference by income was in the use of MHV to refill prescriptions, with 73.2 percent of lower-income MHV users citing this reason, compared to 67.6 percent of higher-income users.

Table 7-5. Percentage of enrollees reporting on reasons for using My HealtheVet website (MHV)

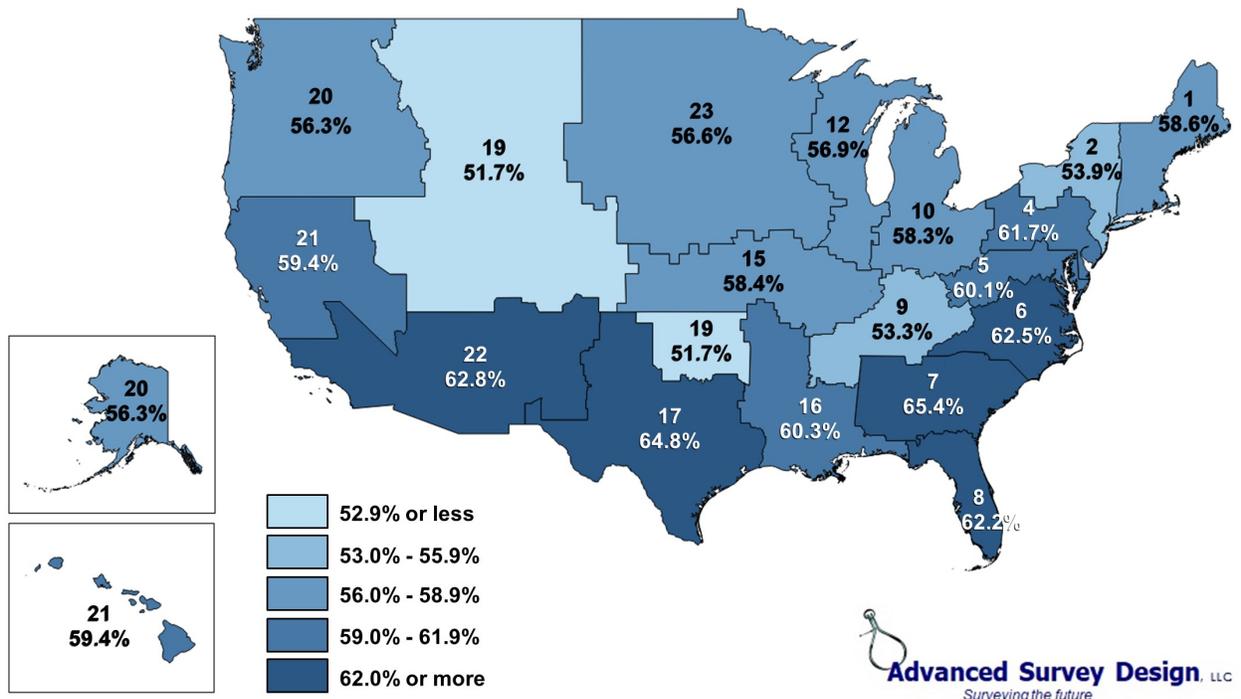
	Priority group			Age group			Income group	
	P1-P3	P4-P6	P7-P8	<45	45-64	65+	<\$35K	\$35K+
Refill prescriptions	1,363,977	346,548	238,609	631,990	676,988	640,156	730,223	1,176,555
% MHV users	71.2%	67.7%	63.4%	69.0%	69.6%	70.0%	73.2%	67.6%
Look for health information	1,470,928	379,243	263,278	741,260	736,009	636,179	743,241	1,320,206
% MHV users	76.8%	74.0%	69.9%	80.9%	75.7%	69.6%	74.5%	75.9%
See VA appointments	1,474,952	395,424	263,546	704,305	741,621	687,997	777,820	1,306,831
% MHV users	77.0%	77.2%	70.0%	76.8%	76.3%	75.2%	78.0%	75.1%
See lab test results	1,364,108	329,213	234,059	674,838	658,290	594,253	679,976	1,201,325
% MHV users	71.3%	64.3%	62.2%	73.6%	67.7%	65.0%	68.2%	69.1%
Communicate with health care provider	1,242,018	290,104	211,220	588,701	630,758	523,884	616,712	1,092,368
% MHV users	64.9%	56.6%	56.1%	64.2%	64.9%	57.3%	61.8%	62.8%
Read providers' notes	1,177,120	264,898	197,135	595,854	564,941	478,359	583,377	1,020,817
% MHV users	61.5%	51.7%	52.3%	65.0%	58.1%	52.3%	58.5%	58.7%
Enter information into PHR	735,716	173,446	127,922	453,608	333,792	249,685	370,638	648,651
% MHV users	38.4%	33.9%	34.0%	49.5%	34.3%	27.3%	37.1%	37.3%
Other reason	453,705	100,240	61,981	275,056	231,024	109,846	225,131	378,441
% MHV users	23.7%	19.6%	16.5%	30.0%	23.8%	12.0%	22.6%	21.8%

Note: Includes only enrollees who are Internet users and who indicated they were both aware of and users of My HealtheVet. Weighted N = 2,803,250 enrollees.

7.2.1 Use of the My HealthVet Website, by VISN

Figure 7-4 shows the percentage of enrollees who use the MHV website among those who reported both using the Internet and being aware of the MHV website. The lowest percentage of enrollees using the MHV website in any VISN was 51.7 percent (VISN 19), and the highest was 65.4 percent (VISN 7). The top five highest VISNs were VISN 7 (65.4%), VISN 17 (64.8%), VISN 22 (62.8%), VISN 6 (62.5%), and VISN 8 (62.2%). The lowest five VISNs were VISN 19 (51.7%), VISN 9 (53.3%), VISN 2 (53.9%), VISN 20 (56.3%), and VISN 23 (56.6%).

Figure 7-4. Percentage of enrollees who use the My HealthVet website by VISN



Enrollees' Views of VA Health Care **8**

In 2018, Congress passed the Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act to provide Veterans with better access, faster service, and greater choice in their health care options, whether received from VA medical facilities or from community providers.⁶⁰ The MISSION Act consolidated several previous health care programs into a streamlined Veterans Community Care Program in June 2019. An important feature of this new program is that eligible Veterans have more options to receive health care services from providers in their local communities, which are still paid for by VA, although they usually still have the option of choosing to receive care at a VA medical facility.⁶¹ Veterans must receive approval from the VA before obtaining community care from non-VA providers, and they must meet at least one of six eligibility criteria to receive community care.⁶²

Given the expanding number of health care options and community providers serving Veterans as a result of the MISSION Act, it is important to assess enrollees' perceptions of their experiences at both VA and non-VA facilities, their satisfaction with the quality of health care services received, and how measures of experience and satisfaction vary among different groups of Veterans. This information will help VA plan and coordinate care for enrollees with a wide range of health care needs. A major challenge for the VA has been “to keep up with patient loads as

Among enrollees who used any VA health care services – whether at a VA or non-VA facility – a large majority reported positive experiences and high satisfaction with the services they received.

Enrollees who received health care at a non-VA facility reported a slightly more positive experience on measures related to scheduling.

Veterans younger than age 45 tended to be more satisfied and report better experiences at non-VA facilities than VA facilities.

In contrast, Veterans who were age 65 years or older and those in the lowest priority groups (7-8) were generally more satisfied and reported better experiences at VA facilities than non-VA facilities.

Nearly one-third (31.2%) of enrollees said that they currently used VA services to meet all of their health care needs, and 44.3 percent said that they planned to use VA Health Care as their primary source of health care.

⁶⁰ Office of Public and Intergovernmental Affairs (6 June 2019). VA launches new health care options under MISSION Act. Retrieved from <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5264>

⁶¹ U.S. Department of Veterans Affairs. (n.d.). Community Care: Veterans Overview. Retrieved from <https://www.va.gov/COMMUNITYCARE/programs/veterans/index.asp#types>

⁶² VAntage Point Contributor (9 Apr. 2019.). New eligibility criteria a major improvement over existing rules - VAntage Point. VAntage Point. Retrieved from <https://www.blogs.va.gov/VAntage/58621/new-eligibility-criteria-a-major-improvement-over-existing-rules/>

service members returning from Iraq and Afghanistan – many with complex injuries and post-traumatic stress – hit the system at the same time that aging and increasingly ill older Veterans made more use of it.”⁶³

To help assess enrollees’ views of VA Health Care, the 2020 Survey of Enrollees included a series of questions asking enrollees about their general experience and satisfaction with VA health care services used on or after January 1, 2019. Similar to the 2019 survey, the 2020 survey included experience and satisfaction questions with regard to health care paid for by VA, but received from a provider other than VA. The 2020 survey also asked enrollees reasons for not using health care services provided through VA. The 2020 survey added a new question asking enrollees to identify specific barriers to accessing health care. Additionally, the 2020 survey asked enrollees about their current and planned future use of VA Health Care. The survey concluded with a question about enrollees’ level of trust in the VA to fulfill the country’s commitment to Veterans.

8.1 Experience Using VA and Non-VA Facilities

A total of 64.3 percent of enrollees reported using VA health care services at a VA facility on or after January 1, 2019. More than one in five enrollees (23.1%) reported using VA-paid health care at a non-VA facility during the same period, which is a notable increase from 2019 (19.6%).

To assess enrollees’ experience at VA and non-VA facilities, the 2020 survey asked seven questions about their perceptions of availability and accessibility of health care at these facilities and their interaction with the health care providers. The questions ranged from scheduling the appointment to their experience on the actual day of the visit. The questions were worded in such a way that an experience would be considered favorable if an enrollee responded that he or she had this experience “most of the time” or “always/nearly always.”

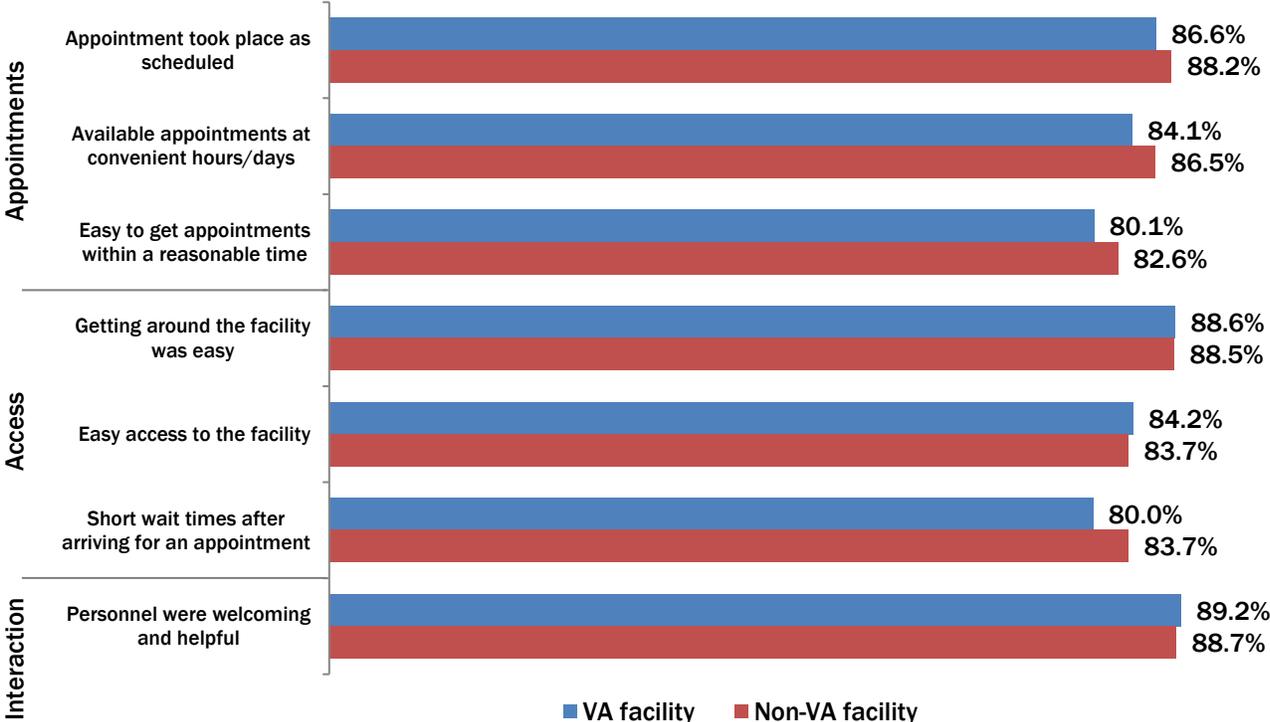
As shown in Figure 8-1, statements were categorized into three domains. The first domain included three statements concerning enrollees’ experience scheduling appointments, the second included three statements concerning access, and the third included one statement about interactions with provider personnel. Figure 8-1 shows that among enrollees who used any VA health care services – whether at a VA or non-VA facility – a large majority responded favorably about their experiences with scheduling appointments, access, and interactions with provider

⁶³ Steinhauer, Jennifer. (30 Jan. 2019.). Veterans Will Have More Access to Private Health Care Under New V.A. Rules. *Nytimes.com*. Retrieved from <https://www.nytimes.com/2019/01/30/us/politics/veterans-health-care.html>

personnel. Compared to those who received health care at a VA facility, enrollees who received VA-paid health care at a non-VA facility reported a slightly more positive experience on all measures related to appointments and wait times after arriving for an appointment.

The biggest differences in enrollees’ experiences at VA and non-VA facilities concerned perceptions about the wait times after arriving for an appointment, ability to get appointments within a reasonable time, and the availability of appointments at convenient hours and days. The proportions of enrollees who responded favorably about these aspects of their care were 3.7, 2.5, and 2.4 percentage points higher, respectively, for non-VA facilities than for VA facilities.

Figure 8-1. Among VA health care users, the percentage of enrollees who responded favorably¹ about their VA health care experiences at a VA facility² or a VA-paid non-VA facility³ with appointments, access, and interactions with provider personnel



¹ Favorable responses represent a combination of enrollees who answered “Always or nearly always” and “Most of the time.”

² Denominator is enrollees who used any VA health care services on or after January 1, 2019 at a VA facility. Weighted N = 5,612,302 enrollees.

³ Denominator is enrollees who used health care services on or after January 1, 2019 at a non-VA facility. Weighted N = 2,019,367 enrollees.

8.1.1 Experience by Priority Group, Age, and Income

Table 8-1 presents important differences among enrollees regarding their experience scheduling appointments at VA and non-VA facilities by socio-demographic group. As shown in Table 8-1, perceptions about scheduling appointments at VA facilities were most positive for older enrollees (age 65 or older) and those in Priority Groups 4-6 and 7-8. In contrast, perceptions about scheduling appointments at non-VA facilities were most positive for enrollees younger than 45 years old, and enrollees in Priority Group 1-3 were more likely to report that their appointments had taken place as scheduled than those in other priority groups. There was little difference between income groups on these measures at VA facilities, and enrollees with higher incomes reported more favorable experiences at non-VA facilities than did lower-income enrollees.

The greatest disparities in perceptions about scheduling appointments at VA and non-VA facilities can be seen across age groups. The proportion of enrollees younger than age 45 who responded favorably to getting appointments easily within a reasonable time was 14.0 percentage points higher for non-VA facilities than for VA facilities. Similarly, the proportion of enrollees in this age group who responded favorably about appointments being at convenient hours and days was 12.8 percentage points higher for non-VA facilities than for VA facilities.

Similar disparities are evident for Priority Groups 1-3, though the differences are not as dramatic. The proportion of enrollees in Priority Groups 1-3 who responded favorably to getting appointments easily within a reasonable time was 5.8 percentage points higher for non-VA facilities than for VA facilities. The proportion who responded favorably that appointments were available at convenient hours and days was 4.7 percentage points higher for non-VA facilities than for VA facilities.

Table 8-1. Among VA health care users at a VA or non-VA facility, the percentage of enrollees who responded favorably¹ about their experience scheduling appointments, by priority group, age, and income

	Easy to get appointments within a reasonable time (%)		Available appointments at convenient hours/days (%)		Appointments took place as scheduled (%)		Total	
	VA Facilities*	Non-VA Facilities†	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities
Priority group								
P1-P3	76.7	82.5	81.6	86.3	85.5	89.0	3,242,109	1,297,680
P4-P6	84.7	82.8	87.5	86.9	88.0	87.0	1,416,201	474,147
P7-P8	84.6	82.6	87.6	86.5	88.1	86.5	953,992	247,540
Age								
<45	71.6	85.6	74.8	87.6	85.5	92.8	1,225,157	421,012
45-64	77.3	81.0	82.9	85.8	85.3	87.6	1,617,790	658,624
65+	85.4	82.3	88.9	86.4	87.8	86.6	2,769,355	939,731
Income								
<\$35,000	81.1	82.1	84.8	85.5	86.1	87.0	2,518,754	943,082
\$35,000+	79.5	83.4	83.7	88.0	87.2	89.9	2,918,167	1,008,489
Missing	73.8	77.1	80.3	78.6	83.1	81.4	175,380	67,796

¹ Favorable responses represent a combination of enrollees who answered “Always or nearly always” and “Most of the time.”

* Denominator is enrollees who used any VA health care services on or after January 1, 2019 at a VA facility. Weighted N = 5,612,302 enrollees.

† Denominator is enrollees who used health care services on or after January 1, 2019 at a non-VA facility. Weighted N = 2,019,367 enrollees.

Table 8-2 shows the perceptions of accessibility and interaction with provider personnel among VA health care users at VA and non-VA facilities by socio-demographic groups. The table shows similar patterns for factors related to accessibility and provider interactions across age and priority groups. Enrollees younger than age 45 responded less favorably about VA facilities and more favorably about non-VA facilities regarding experiences with easy access to the VA facility, wait times after arriving for an appointment, getting around the facility, and interactions with provider personnel, compared to enrollees age 65 or older. Enrollees in Priority Groups 1-3 responded less favorably about VA facilities regarding accessibility and interaction with provider personnel compared to those in Priority Groups 7-8. Enrollees in Priority Groups 1-3 responded more favorably about non-VA facilities regarding experiences with getting around the facility and interactions with provider personnel, compared to those in lower priority groups (Priority Groups 4-6 and 7-8).

The greatest disparity in perceptions about accessibility of facilities and experiences with provider personnel can be seen across age groups. For all four indicators displayed in Table 8-2, the youngest group of enrollees (younger than age 45) were most likely to report that their experiences were consistently (mostly or always) positive at non-VA facilities. Enrollees age 65 or older were most likely to report that their experiences were consistently (mostly or always) positive at VA facilities regarding experiences with wait times after arriving for an appointment, getting around the facility, and interactions with provider personnel. Enrollees with lower incomes were less likely than their higher-income counterparts to report positively about accessibility and interactions with provider personnel, whether services were received at VA or non-VA facilities.

Table 8-2. Among VA health care users at a VA facility or non-VA facility, the percentage of enrollees who responded favorably¹ about access to the facility and interaction with provider personnel, by priority group, age, and income

	Easy access to the VA or VA-approved facility (%)		Short wait times after arriving for an appointment (%)		Getting around the facility was easy (%)		Personnel were welcoming and helpful (%)		Total	
	VA Facilities*	Non-VA Facilities†	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities
Priority group										
P1-P3	83.9	83.7	77.3	83.6	87.7	89.4	87.6	89.1	3,242,109	1,297,680
P4-P6	83.5	83.1	82.8	84.0	89.7	87.1	91.3	87.9	1,416,201	474,147
P7-P8	86.3	84.9	84.8	83.8	90.0	86.6	91.3	88.6	953,992	247,540
Age										
<45	83.5	85.3	72.3	84.5	86.4	91.7	84.7	90.1	1,225,157	421,012
45-64	84.5	83.7	78.4	83.6	88.4	88.8	87.9	88.7	1,617,790	658,624
65+	84.4	83.0	84.3	83.4	89.6	86.9	91.9	88.1	2,769,355	939,731
Income										
<\$35,000	81.6	81.8	78.9	81.1	88.6	86.1	89.2	87.1	2,518,754	943,082
\$35,000+	86.8	86.1	81.2	86.7	89.0	91.5	89.4	90.7	2,918,167	1,008,489
Missing	78.8	73.7	74.1	75.0	82.3	78.4	84.9	82.0	175,380	67,796

¹ Favorable responses represent a combination of enrollees who answered “Always or nearly always” and “Most of the time.”

* Denominator is enrollees who used any VA health care services on or after January 1, 2019 at a VA facility. Weighted N = 5,612,302 enrollees.

† Denominator is enrollees who used health care services on or after January 1, 2019 at a non-VA facility. Weighted N = 2,019,367 enrollees.

8.2 Satisfaction with VA and Non-VA Health Care

In 2014, Congress enacted the Veterans Access, Choice, and Accountability Act (Choice Act), which provided \$15 billion in new funding for Department of Veterans Affairs health care.⁶⁴ In general, this law requires VA to offer Veterans the option to receive hospital care and medical services from a non-VA provider when a VA facility cannot provide an appointment within 30 days, or when Veterans reside more than 40 miles from the nearest VA facility.⁶⁵

Similar to the format for the statements about enrollees' experience when using VA services, the 2020 Survey of Enrollees included a set of statements that assessed enrollees' general level of satisfaction with the health care they received at VA and non-VA facilities. As displayed in Figure 8-2, statements were categorized into three domains and ranked from highest to lowest levels of satisfaction within each domain. The first domain included four statements that asked about the interactions between providers and enrollees during their visits, the second included three statements that asked about clarity of explanations and participation in decision-making, and the third included one question about the ability to get referrals for specialist care or special equipment. In the subsequent sections, satisfaction refers to response choices of "satisfied" or "very satisfied."

As shown in Figure 8-2, enrollees were highly satisfied with the measures in all three domains regardless of whether they were treated in VA or non-VA facilities. They were most satisfied with the first domain, the way in which the health care providers interacted with them. Across the four measures within this domain, enrollees' satisfaction ratings ranged from 82.9 percent to 90.6 percent for VA facilities and from 83.5 percent to 88.7 percent for non-VA facilities. Enrollees scored slightly higher for VA facilities than non-VA facilities with regard to the way their privacy was respected (90.6% versus 88.7%) and the respect they received from the health care professionals (89.5% versus 88.4%).

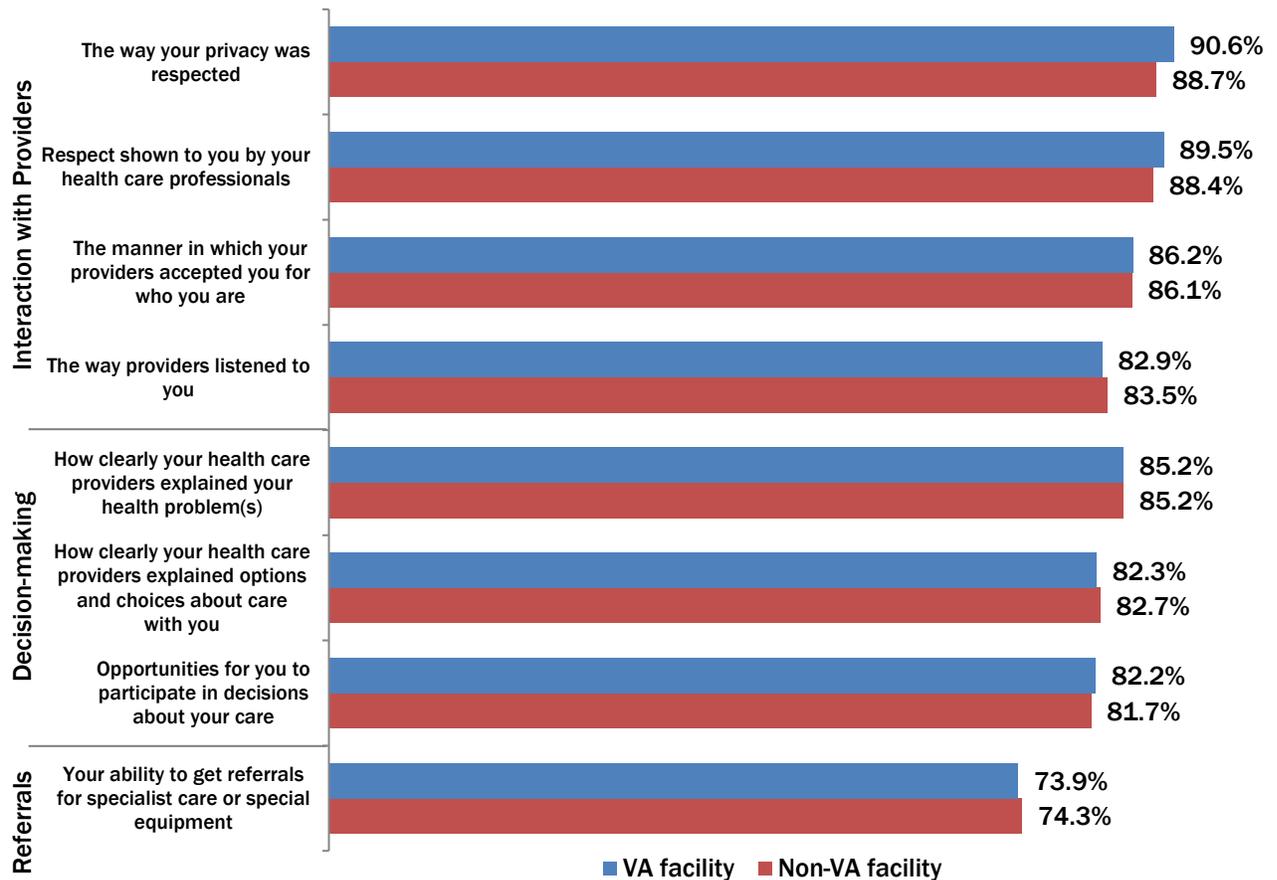
The vast majority of enrollees also expressed satisfaction with participation in decision-making about their health issues, with satisfaction ratings ranging from 82.2 percent to 85.2 percent for VA facilities and from 81.7 percent to 85.2 percent for non-VA facilities. Enrollees were least satisfied with their ability to get referrals for specialist care or special equipment. Satisfaction

⁶⁴ http://www.gao.gov/highrisk/managing_risks_improving_va_health_care/why_did_study

⁶⁵ https://www.va.gov/opa/choiceact/for_Veterans.asp

ratings for this aspect of their health care were almost the same at non-VA and VA facilities (74.3% and 73.9%, respectively).

Figure 8-2. Among VA health care users, the percentage of enrollees who responded favorably¹ about their interactions and decision-making process with providers, and referrals received at a VA facility² or non-VA facility³



¹ Responses represent a combination of enrollees who answered “Satisfied” and “Very satisfied.”

² Denominator is enrollees who used any VA health care services on or after January 1, 2019 at a VA facility. Weighted N = 5,612,302 enrollees.

³ Denominator is enrollees who used health care services on or after January 1, 2019 at a non-VA facility. Weighted N = 2,019,367 enrollees.

8.2.1 Satisfaction by Priority Group, Age, and Income

Table 8-3 shows the level of satisfaction examined by socio-demographic groups. The results show that older enrollees (age 65 or older) and those in lower priority groups (Priority Groups 4-6 and 7-8) generally had higher levels of satisfaction with provider interactions when they received services at a VA facility. In contrast, enrollees younger than 45 years old generally had higher levels of satisfaction with provider interactions when services were received at a non-VA facility. Little difference was found among priority groups on these measures for services received at a non-VA facility. Enrollees with higher incomes were more likely to be satisfied with their interactions with providers than were lower-income enrollees, regardless of where services were received.

When examined by priority group, the biggest differences in satisfaction with provider interactions at VA and non-VA facilities were found among enrollees in Priority Groups 4-6. The proportions who were satisfied or very satisfied were at least three percentage points higher among health care users at VA, rather than non-VA, facilities when enrollees were asked about the way their privacy was respected, the way providers listened to them, and the respect shown to them by their health care professionals. However, when enrollees were asked about the manner in which their provider accepted them for who they are, the biggest difference was found among enrollees in Priority Groups 7-8. The proportion who reported that they were satisfied or very satisfied with this aspect of their health care was 3.1 percentage points higher for those who used VA, rather than non-VA, facilities.

When examined by age group, the biggest differences in satisfaction with provider interactions at VA and non-VA facilities were found among enrollees younger than age 45. The proportions who were satisfied or very satisfied with the way providers listened to them and the manner in which their provider accepted them for who they are were 8.7 and 6.7 percentage points higher, respectively, among those who received health care at non-VA, rather than VA, facilities.

When examined by income, small differences were found among low-income enrollees. The proportions who were satisfied or very satisfied about the respect shown to them by their health care professionals and the way their privacy was respected were 2.4 and 2.3 percentage points higher, respectively, among those who received health care at VA, rather than non-VA, facilities. Higher-income enrollees expressed a slightly higher level of satisfaction with the way provider personnel listened to them at a non-VA facility than at a VA facility.

Table 8-3. Among VA health care users at a VA facility or non-VA facility, the percentage of enrollees reporting satisfaction¹ with interaction with provider personnel, by priority group, age, and income

	Your privacy was respected (%)		Respect shown to you (%)		Accepted you for who you are (%)		The way providers listened to you (%)		Total	
	VA Facilities*	Non-VA Facilities†	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities
Priority group										
P1-P3	89.8	89.2	88.0	88.6	84.3	86.1	80.7	83.9	3,242,109	1,297,680
P4-P6	91.4	87.3	91.0	87.8	87.9	85.9	85.2	82.2	1,416,201	474,147
P7-P8	92.0	88.2	92.2	89.0	89.8	86.7	86.7	84.2	953,992	247,540
Age										
<45	87.1	91.0	85.2	89.7	81.0	87.7	75.4	84.1	1,225,157	421,012
45-64	90.2	88.8	88.3	88.3	84.1	85.5	80.7	83.1	1,617,790	658,624
65+	92.3	87.5	92.0	87.9	89.6	85.9	87.4	83.6	2,769,355	939,731
Income										
<\$35,000	90.0	87.7	89.2	86.8	85.1	85.0	82.2	81.2	2,518,754	943,082
\$35,000+	91.3	90.0	90.0	90.5	87.4	87.6	83.6	86.1	2,918,167	1,008,489
Missing	85.4	81.3	83.8	80.5	81.2	79.7	79.1	77.7	175,380	67,796

¹ Responses represent a combination of enrollees who answered “Very satisfied” and “Satisfied.”

* Denominator is enrollees who used any VA health care services on or after January 1, 2019 at a VA facility. Weighted N = 5,612,302 enrollees.

† Denominator is enrollees who used health care services on or after January 1, 2019 at a non-VA facility. Weighted N = 2,019,367 enrollees.

Marked differences are also found when levels of satisfaction with decision-making were examined by socio-demographic groups. Table 8-4 shows the responses for statements about understanding health care decisions and referrals at VA and non-VA facilities. Older enrollees (age 65 or older) and those in lower priority groups (Priority Groups 4-6 and 7-8) generally had higher levels of satisfaction with the decision-making process and referral services than their counterparts when they received health care at a VA facility. With regard to services provided at non-VA facilities, enrollees who were age 65 or older and those in the lowest priority group (Priority Group 7-8) expressed a higher level of satisfaction with their ability to get referrals for specialist care or special equipment than enrollees who were younger than age 65 and those who were in Priority Groups 1-3 and 4-6. Enrollees with higher incomes were more likely to be satisfied with the decision-making process than were lower-income enrollees, regardless of where services were received.

When examined by priority group, the biggest differences in satisfaction with decision-making at VA and non-VA facilities were found among enrollees in Priority Groups 4-6. Satisfaction levels were higher among health care users at VA, rather than non-VA, facilities when asked how clearly health care providers explained options and choices about care with them, when asked about opportunities for them to participate in decisions about their care, and when asked about their ability to get referrals for specialist care or special equipment (3.3, 3.3, and 2.8 percentage-point differences, respectively). However, when respondents were asked how clearly their health care providers explained their health problems, the biggest difference was found among enrollees in Priority Groups 7-8. In this case the proportion who reported that they were satisfied or very satisfied with this aspect of their health care was 2.8 percentage points higher for those who used VA, rather than non-VA, facilities.

The greatest disparities in levels of satisfaction with decision-making at VA and non-VA facilities were found among the youngest group of enrollees (younger than age 45). The proportions who reported positive satisfaction levels were at least 4 percentage points higher at non-VA, rather than VA, facilities when asked about how clearly their health care providers explained options and choices about care with them, when asked about how clearly their health care providers explained their health problems, and when asked about opportunities to participate in decisions about their care (7.1, 6.4, and 4.8 percentage points, respectively). Enrollees with an annual income of \$35,000 or more rated their satisfaction slightly higher with the decision-making process and referral services at non-VA facilities than VA facilities, whereas enrollees with an annual income less than \$35,000 rated VA facilities slightly higher than non-VA facilities in these two areas.

Table 8-4. Percentage of enrollees reporting satisfaction¹ with decision-making and referrals received at a VA facility or non-VA facility, by priority group, age, and income

	Explanation of health problem(s) (%)		Participation in decisions about your care (%)		Explanation of options about care (%)		Referrals for specialist or special equipment (%)		Total	
	VA Facilities*	Non-VA Facilities†	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities	VA Facilities	Non-VA Facilities
Priority group										
P1-P3	83.5	85.5	80.5	82.0	79.9	82.8	71.9	73.6	3,242,109	1,297,680
P4-P6	87.1	84.4	84.1	80.8	84.9	81.6	77.5	74.7	1,416,201	474,147
P7-P8	88.5	85.7	84.7	82.2	86.1	84.0	75.1	77.1	953,992	247,540
Age										
<45	79.9	86.3	76.8	81.6	76.0	83.1	67.0	70.0	1,225,157	421,012
45-64	83.3	84.5	81.2	81.7	80.5	82.1	73.0	74.4	1,617,790	658,624
65+	88.7	85.3	85.1	81.8	86.0	82.9	77.4	76.1	2,769,355	939,731
Income										
<\$35,000	84.2	83.4	80.9	79.3	81.5	80.6	75.2	73.5	2,518,754	943,082
\$35,000+	86.4	87.4	83.6	84.5	83.2	85.1	73.1	75.4	2,918,167	1,008,489
Missing	79.7	79.1	75.8	74.2	77.0	75.9	67.8	68.5	175,380	67,796

¹ Responses represent a combination of enrollees who answered “Very satisfied” and “Satisfied.”

* Denominator is enrollees who used any VA health care services on or after January 1, 2019 at a VA facility. Weighted N = 5,612,302 enrollees.

† Denominator is enrollees who used health care services on or after January 1, 2019 at a non-VA facility. Weighted N = 2,019,367 enrollees.

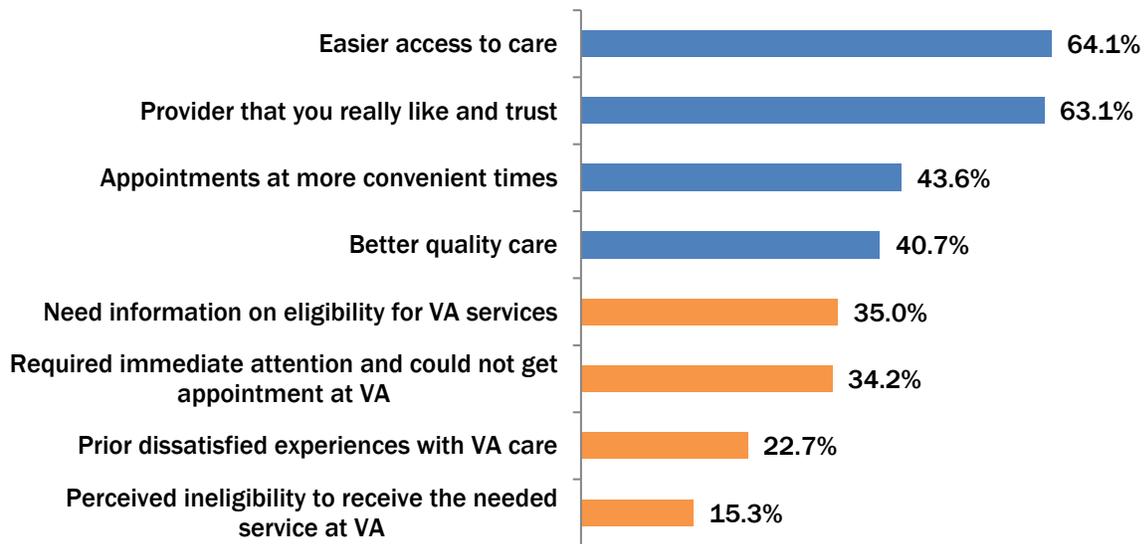
8.3 Reasons for Using Health Care Services Other Than VA's

With over 80 percent of enrolled Veterans reporting some type of insurance coverage outside of their VA benefits, it is clear that enrollees use other health care providers, either for part of their health care needs or instead of VA Health Care. For planning purposes, it is important for VA to understand why enrollees use other health care services, their current dependence on VA Health Care, and their planned future use of VA Health Care.

The 2020 Survey of Enrollees included eight statements to assess reasons why Veterans used other health care services for some or all of their health care needs. The 2020 findings show that 51.0 percent (not shown) of enrollees indicated that they had used health care services other than those provided or paid for by VA on or after January 1, 2019. These enrollees were asked about possible reasons they chose to use other health care services. Figure 8-3 shows that the responses to these statements ranged from 64.1 percent agreement to a low of 15.3 percent agreement. Among the positive aspects of using non-VA facilities (blue bars), the top two reasons reported by enrollees were that they found these facilities provided easier access to care (64.1%), and that they had an existing provider outside VA who they really liked and trusted (63.1%). More than two in five enrollees who responded to this question indicated that they used other health care services because appointments were available at more convenient times (43.6%) and 40.7 percent indicated that non-VA facilities provided better quality of care than VA health facilities.

Four additional statements were phrased as perceived barriers (orange bars) to using VA services. Over one-third (35.0%) of enrollees indicated that they did not have sufficient information about their eligibility for VA services and 34.2 percent believed that they required immediate attention and could not get an appointment at VA. In addition, 22.7 percent of enrollees indicated they were dissatisfied with prior experiences with VA Health Care and 15.3 percent believed that they were ineligible to receive the needed services at VA.

Figure 8-3. Among VA health care users, reasons for using other health care services and barriers to using VA services



Note: Denominator excludes enrollees who never used health care services other than those provided or paid for by VA on or after January 1, 2019. Weighted N = 4,448,456 enrollees.

8.3.1 Reasons for Using Other Health Care Services, by Priority Group, Age, and Income

As shown in Table 8-5, of those enrollees who reported using other health care services, a greater proportion of enrollees in Priority Groups 1-3 agreed with all of the reasons listed in the survey for using non-VA services (with the exception of having a provider they really like and trust), compared to enrollees in lower priority groups. Enrollees in Priority Groups 7-8 were more likely than other groups to identify having a provider outside of VA who they really like and trust as a reason for using other health care services. While those in the youngest enrollee group (under age 45) were also more likely to select these reasons for using other health care services (with the exception of having a provider they really like and trust), enrollees who were age 65 or older placed a higher importance on having a provider they really like and trust as a reason for using other health care services. Higher-income enrollees were more likely than lower-income enrollees to cite each of the listed reasons for using other health care services.

Table 8-5. Percentage of enrollees reporting on reasons for using other health care services, by priority group, age, and income (positive factors)

	Easier access to care (%)	Provider that you really like and trust (%)	Appointments at more convenient times (%)	Better quality care (%)	Total
Priority group					
P1-P3	66.8	64.4	47.9	45.1	2,418,682
P4-P6	58.9	57.0	36.3	33.2	977,405
P7-P8	62.7	65.8	40.7	37.8	1,052,369
Age					
<45	68.3	53.9	55.5	50.6	741,158
45-64	64.0	59.1	46.9	42.1	1,214,983
65+	62.9	67.7	38.5	37.1	2,492,315
Income					
<\$35,000	59.0	55.8	38.3	32.7	1,474,772
\$35,000+	67.1	67.2	46.8	45.1	2,823,097
Missing	57.1	57.6	36.1	37.9	150,588

Note: Weighted N = 4,448,456 of enrollees. Excludes enrollees who never used health care services other than those provided or paid for by VA.

A more varied pattern emerged regarding statements about barriers to using VA care. Table 8-6 shows that lower priority groups (Priority Groups 4-6 and 7-8) were more likely than higher priority groups to identify as barriers the need for more information on eligibility for VA services and their perceived ineligibility to receive needed services at the VA. Enrollees in the highest priority groups (Priority Groups 1-3) were more likely than lower priority groups to say that prior dissatisfaction with VA care and inability to acquire immediate attention at VA were important reasons for using other health care services. Enrollees younger than age 65 were more likely than older enrollees to identify the need for more information on eligibility, dissatisfaction with prior VA care experiences, perceived ineligibility, and inability to get an appointment at VA for a condition that required immediate attention as reasons for using non-VA health services. Enrollees with an annual household income of less than \$35,000 were more likely than higher-income enrollees to identify the need for more information on eligibility and an inability to get an appointment at VA for a condition requiring immediate attention as reasons for using other health care services.

Table 8-6. Percentage of enrollees reporting on reasons for using other health care services, by priority group, age, and income (negative factors)

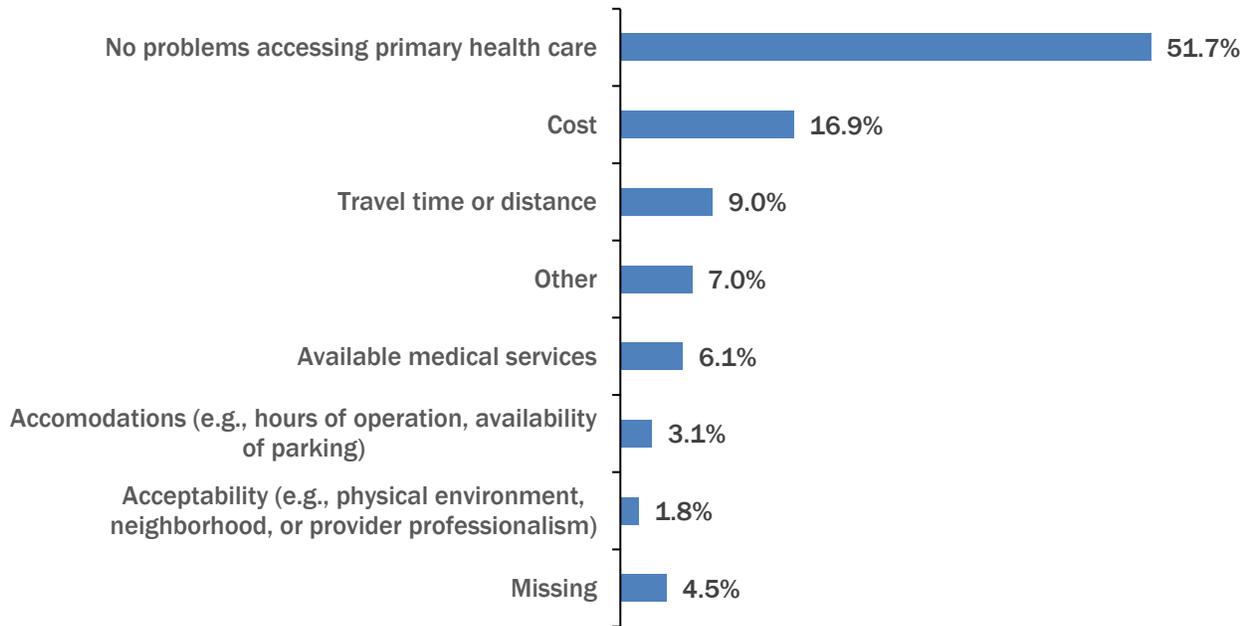
	Need information on eligibility for VA services (%)	Prior dissatisfied experiences with VA care (%)	Perceived ineligibility to receive the needed service at VA (%)	Required immediate attention and could not get appointment at VA (%)	Total
Priority group					
P1-P3	34.1	27.0	13.2	39.2	2,418,682
P4-P6	35.7	18.4	16.6	31.2	977,405
P7-P8	36.6	16.6	19.1	25.3	1,052,369
Age					
<45	41.2	38.0	17.4	42.3	741,158
45-64	39.8	24.7	17.1	36.3	1,214,983
65+	30.9	17.1	13.8	30.7	2,492,315
Income					
<\$35,000	36.4	22.3	15.0	39.0	1,474,772
\$35,000+	34.7	22.7	15.5	32.0	2,823,097
Missing	27.7	25.7	14.6	29.2	150,588

Note: Weighted N = 4,448,456 of enrollees. Excludes enrollees who never used health care services other than those provided or paid for by VA.

8.4 Greatest Barriers to Seeking Primary Health Care at the Nearest Health Care Provider

The 2020 Survey of Enrollees added a new question asking Veterans to identify the greatest barriers to accessing health care. Figure 8-4 shows that more than half of enrollees (51.7%) reported no problems in accessing primary health care at the nearest health care provider. However, cost was cited by 16.9 percent, about one in ten (9.0%) reported travel time or distance, 7.0 percent reported other reasons, and 6.1 percent reported available medical services as the greatest barriers to seeking primary health care at the nearest health care provider. An additional 3.1 percent identified accommodations (e.g., hours of operation, availability of parking) and 1.8 percent identified acceptability (e.g., physical environment, neighborhood, or provider professionalism) as the greatest barriers.

Figure 8-4. Percentage of enrollees who identified the following factors as the greatest barriers to accessing primary health care at their nearest health care provider



Note: Denominator is all enrollees. Weighted N = 8,725,547 enrollees. Percentages may not sum to 100 percent due to rounding.

8.5 Current and Planned Future Use of VA

According to the FY 2018-2024 Strategic Plan, VA projects that the Veteran population will change dramatically by gender, race/ethnicity, and age in the coming decades.⁶⁶ To understand the needs of a changing Veteran population, it is crucial to examine enrollees’ reasons for current and future use of VA care. The 2020 Survey of Enrollees asked enrollees to identify ways they currently use VA services to meet their health care needs.

Table 8-7 shows the trends in this question over a five-year period. Responses from the 2020 survey showed that 31.2 percent of enrollees currently use VA services to meet all of their health care needs, and 19.1 percent of enrollees use VA services to meet most of their health needs. For all levels of current use, trends from 2016 to 2020 showed minimal fluctuation.

⁶⁶ <https://www.va.gov/oci/docs/VA2018-2024strategicPlan.pdf>

Table 8-7. Percentage of enrollees' current use of VA services to meet health care needs, by year

	2016	2017	2018	2019	2020
All of my health care needs	28.5	29.5	28.7	31.5	31.2
Most of my health care needs	19.0	18.4	18.4	18.3	19.1
Some of my health care needs	25.5	26.1	26.7	25.1	24.6
None of my health care needs	23.0	22.1	22.3	22.0	21.2
I have no health care needs	2.3	2.1	2.7	2.1	2.9
Missing	1.7	1.7	1.3	0.9	1.0
Total Enrollees	8,401,553	8,345,428	8,614,563	8,704,243	8,725,547

Table 8-8 shows the results of current use of VA services when examined by socio-demographic groups. Enrollees in Priority Groups 1-3 and 4-6 were more likely to report that they used VA for all of their health care needs than those in lower priority groups (Priority Groups 7-8). Enrollees who were age 65 or older were least likely of all the age groups to report that they used VA services to meet all of their health care needs. Additionally, enrollees with incomes lower than \$35,000 were more likely to use the VA for all of their health care needs (43.1%), compared to enrollees with incomes of \$35,000 or more (23.0%).

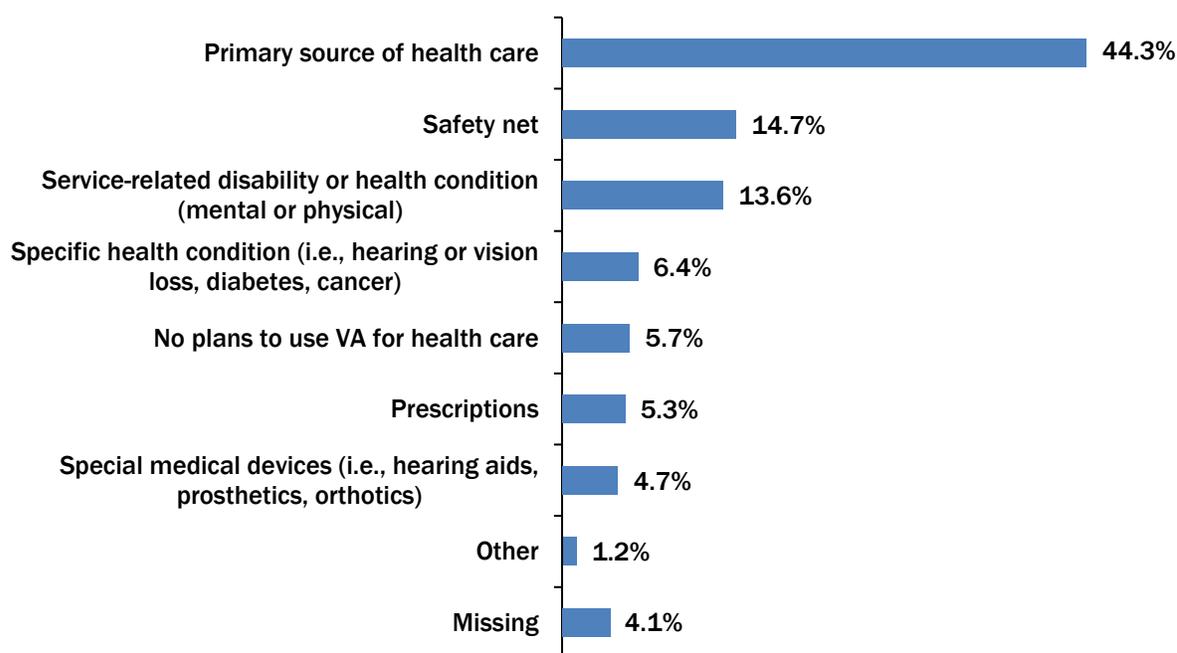
Table 8-8. Percentage of enrollees reporting on current use of VA services to meet health care needs, by priority group, age, and income

	Have no needs (%)	None of needs (%)	Some needs (%)	Most needs (%)	All needs (%)	Total
Priority group						
P1-P3	1.5	17.9	25.7	21.6	32.4	4,677,255
P4-P6	4.2	18.9	19.2	18.1	38.5	2,186,963
P7-P8	4.6	32.4	28.0	14.1	19.7	1,861,329
Age						
<45	4.8	16.8	22.5	23.0	32.3	1,870,331
45-64	2.6	24.2	16.7	19.0	37.0	2,623,240
65+	2.2	21.4	30.4	17.5	27.2	4,231,976
Income						
< \$35,000	2.4	12.7	20.1	20.6	43.1	3,505,249
\$35,000 +	3.2	27.2	27.7	18.2	23.0	4,942,778
Missing	NA	23.1	24.5	18.1	27.9	277,520

Note: Denominator is all enrollees. Weighted N = 8,725,547 enrollees. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

The 2020 Survey of Enrollees asked enrollees to select one option that best represented how they planned to use VA Health Care in the future. Items included in this question are displayed in Figure 8-5, ordered by the most to the least planned use. A total of 44.3 percent of enrollees said that they planned to use VA Health Care as the primary source of health care. This was followed by 14.7 percent who said that they would use it as a safety net and 13.6 percent who said that they would use it for a service-related disability or mental or physical health conditions. Fewer than seven percent of enrollees planned to use VA Health Care for specific medical conditions (such as hearing or vision loss, diabetes, or cancer), prescriptions, or special medical devices (such as hearing aids, prosthetics, or orthotics).

Figure 8-5. Percentage of enrollees by planned future use of VA Health Care



Note: Denominator is all enrollees. Weighted N = 8,725,547 enrollees.

Table 8-9 shows that planned future use is related to enrollee socio-demographic groups. In general, enrollees in Priority Groups 7-8, those who were age 65 years or older, and those who had an annual income of \$35,000 and above were less likely to say that they would use VA health care services as their primary source of health care. Enrollees in Priority Groups 4-6 were most likely to use VA as their primary source of care (52.4%), while enrollees in Priority Groups 7-8 were most likely to report that they planned to use VA as a safety net (23.3%). Older enrollees (age 65 or older) were more likely than younger enrollees to report that they would use VA for

prescriptions, specific health conditions, and special medical devices. Finally, enrollees with incomes below \$35,000 were more likely to use VA as their primary source of care (55.6%), whereas those with incomes of \$35,000 or more were more likely to use VA as a safety net (18.0%) and for service-related disabilities or health conditions (17.6%).

Table 8-9. Percentage of enrollees reporting on future use of VA Health Care, by priority group, age, and income

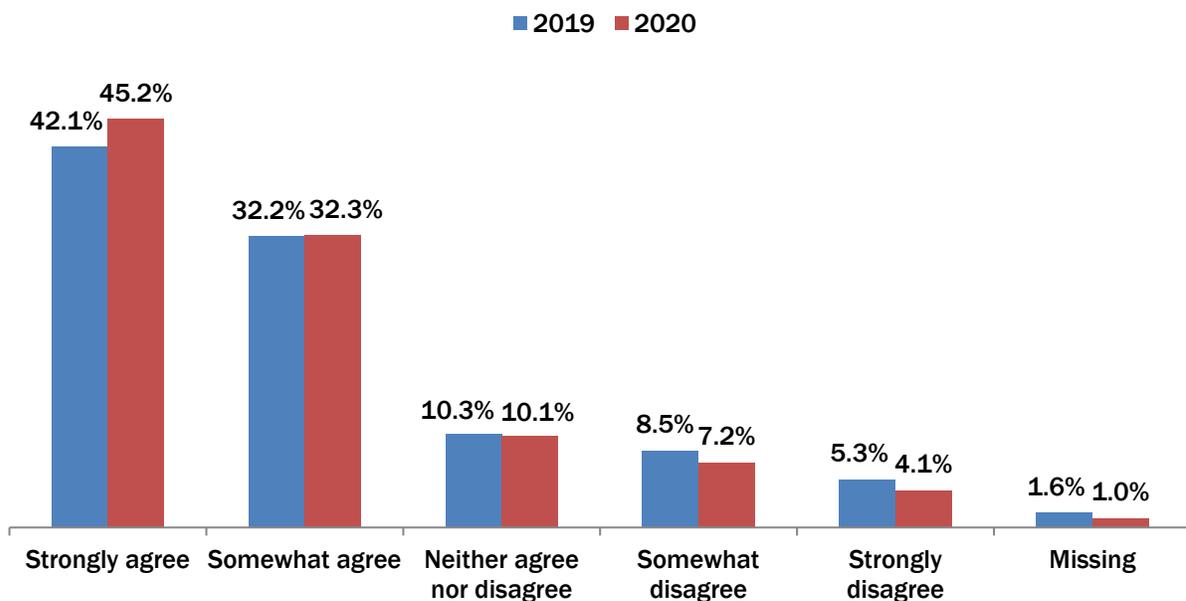
	Primary source (%)	Safety net (%)	Service-related health condition (%)	Prescriptions (%)	Specific health condition (%)	Special medical devices (%)	No plans to use (%)	Total
Priority group								
P1-P3	45.1	10.7	21.5	3.8	5.5	4.4	4.2	4,677,255
P4-P6	52.4	15.9	4.4	5.6	6.9	3.8	5.4	2,186,963
P7-P8	32.8	23.3	4.5	8.9	8.0	6.5	10.0	1,861,329
Age								
<45	49.2	14.0	25.2	1.7	1.4	NA	3.5	1,870,331
45-64	52.1	15.0	15.5	2.9	3.8	1.7	4.9	2,623,240
65+	37.3	14.8	7.3	8.4	10.2	8.4	7.2	4,231,976
Income								
< \$35,000	55.6	10.3	8.1	5.9	6.7	3.5	4.1	3,505,249
\$35,000 +	36.7	18.0	17.6	4.9	6.2	5.4	6.6	4,942,778
Missing	37.1	11.3	11.6	6.1	6.7	5.2	10.3	277,520

Note: Denominator is all enrollees. Weighted N = 8,725,547 enrollees. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

8.6 Trust in VA

In the 2020 survey, enrollees rated the degree to which they agreed that they “trust VA to fulfill our country’s commitment to Veterans.” As shown in Figure 8-6, a total of 77.5 percent of all respondents either “strongly agree” or “somewhat agree” with this statement, a 3.2 percentage point increase from 2019 (74.3%).

Figure 8-6. Percentage of enrollees' responses to: "I trust VA to fulfill our country's commitment to Veterans"



Note: Denominator is all enrollees. Weighted N = 8,725,547 enrollees. Percentages may not sum to 100 percent due to rounding.

Trust in the VA by enrollee socio-demographic groups is displayed in Table 8-10. Enrollees in Priority Groups 4-6 expressed the highest level of trust in the VA to fulfill the country's commitment to Veterans (52.2% "strongly agree" and 28.7% "somewhat agree"), whereas enrollees in Priority Groups 1-3 expressed the least trust (41.6% "strongly agree" and 34.4% "somewhat agree"). In terms of age differences, the youngest enrollees (younger than age 45) expressed the least trust in the VA (32.5% "strongly agree" and 36.6% "somewhat agree"), while the oldest group (age 65 or older) expressed the most trust (52.3% "strongly agree" and 29.6% "somewhat agree"). Enrollees with incomes of less than \$35,000 expressed more trust in the VA (51.3% "strongly agree" and 29.1% "somewhat agree"), compared to enrollees with incomes of \$35,000 or higher (41.7% "strongly agree" and 35.0% "somewhat agree").

Table 8-10. Percentage of enrollees' responses to: "I trust VA to fulfill our country's commitment to Veterans," by priority group, age, and income

	Strongly agree (%)	Somewhat agree (%)	Neither agree nor disagree (%)	Somewhat disagree (%)	Strongly disagree (%)	Total
Priority group						
P1-P3	41.6	34.4	10.1	8.5	4.6	4,677,255
P4-P6	52.2	28.7	9.2	5.2	3.3	2,186,963
P7-P8	46.2	31.3	11.2	6.5	3.8	1,861,329
Age						
<45	32.5	36.6	12.2	11.5	6.4	1,870,331
46-64	42.9	33.6	10.4	7.4	5.0	2,623,240
65+	52.3	29.6	9.0	5.2	2.6	4,231,976
Income						
< \$35,000	51.3	29.1	9.5	5.9	3.4	3,505,249
\$35,000+	41.7	35.0	10.4	8.1	4.5	4,942,778
Missing	32.0	25.6	12.2	8.7	6.8	277,520

Note: Denominator is all enrollees. Weighted N = 8,725,547 enrollees. Row percentages do not add to 100 percent because some respondents did not provide answers to the question.

Appendix A – VISN Tables

Appendix A – VISN Tables

A.1 Demographics

Table A.1-1. Enrollees by priority group and VISN

VISN	VISN total	Priority group					
		P1-P3		P4-P6		P7-P8	
1	336,594	166,519	49.5%	81,655	24.3%	88,420	26.3%
2	425,745	167,146	39.3%	116,128	27.3%	142,471	33.5%
4	396,015	169,657	42.8%	112,182	28.3%	114,176	28.8%
5	313,819	180,092	57.4%	68,549	21.8%	65,178	20.8%
6	538,784	322,297	59.8%	121,538	22.6%	94,949	17.6%
7	626,482	380,090	60.7%	140,637	22.4%	105,755	16.9%
8	730,659	367,455	50.3%	205,007	28.1%	158,197	21.7%
9	368,958	205,477	55.7%	94,632	25.6%	68,849	18.7%
10	659,876	316,035	47.9%	196,715	29.8%	147,126	22.3%
12	365,930	153,561	42.0%	105,079	28.7%	107,290	29.3%
15	323,106	163,162	50.5%	87,744	27.2%	72,200	22.3%
16	573,604	315,700	55.0%	147,653	25.7%	110,251	19.2%
17	589,699	377,760	64.1%	117,744	20.0%	94,195	16.0%
19	442,039	268,633	60.8%	93,442	21.1%	79,964	18.1%
20	445,817	257,802	57.8%	107,840	24.2%	80,175	18.0%
21	445,696	238,082	53.4%	114,381	25.7%	93,233	20.9%
22	727,812	394,065	54.1%	190,048	26.1%	143,699	19.7%
23	414,912	233,722	56.3%	85,989	20.7%	95,201	22.9%
National	8,725,547	4,677,255	53.6%	2,186,963	25.1%	1,861,329	21.3%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-2. Enrollees by age and VISN

VISN	VISN total	Age group					
		<45		45-64		65+	
1	336,594	64,720	19.2%	88,033	26.2%	183,841	54.6%
2	425,745	87,640	20.6%	104,622	24.6%	233,483	54.8%
4	396,015	60,979	15.4%	102,142	25.8%	232,894	58.8%
5	313,819	76,454	24.4%	110,860	35.3%	126,505	40.3%
6	538,784	120,870	22.4%	183,929	34.1%	233,985	43.4%
7	626,482	119,313	19.0%	246,824	39.4%	260,346	41.6%
8	730,659	121,979	16.7%	211,487	28.9%	397,192	54.4%
9	368,958	73,301	19.9%	125,103	33.9%	170,554	46.2%
10	659,876	114,370	17.3%	195,482	29.6%	350,024	53.0%
12	365,930	87,910	24.0%	84,155	23.0%	193,866	53.0%
15	323,107	72,972	22.6%	93,453	28.9%	156,682	48.5%
16	573,604	124,358	21.7%	184,930	32.2%	264,316	46.1%
17	589,699	145,143	24.6%	203,053	34.4%	241,503	41.0%
19	442,039	110,853	25.1%	125,739	28.4%	205,447	46.5%
20	445,817	113,890	25.5%	137,117	30.8%	194,810	43.7%
21	445,696	99,161	22.2%	126,132	28.3%	220,403	49.5%
22	727,812	190,522	26.2%	212,667	29.2%	324,623	44.6%
23	414,912	85,894	20.7%	87,515	21.1%	241,503	58.2%
National	8,725,547	1,870,331	21.4%	2,623,240	30.1%	4,231,976	48.5%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-3. Enrollees by income and VISN

VISN	VISN total	Income group					
		<\$35,000		\$35,000+		Missing	
1	336,594	123,223	36.6%	202,770	60.2%	10,601	3.1%
2	425,745	157,870	37.1%	251,892	59.2%	15,983	3.8%
4	396,015	174,416	44.0%	210,204	53.1%	11,395	2.9%
5	313,819	104,326	33.2%	201,861	64.3%	7,632	2.4%
6	538,784	198,248	36.8%	324,637	60.3%	15,899	3.0%
7	626,482	256,774	41.0%	344,864	55.0%	24,844	4.0%
8	730,659	322,131	44.1%	387,657	53.1%	20,871	2.9%
9	368,958	155,003	42.0%	204,992	55.6%	8,963	2.4%
10	659,876	311,294	47.2%	328,396	49.8%	20,186	3.1%
12	365,930	140,607	38.4%	211,643	57.8%	13,679	3.7%
15	323,106	145,388	45.0%	168,329	52.1%	9,389	2.9%
16	573,604	256,877	44.8%	300,146	52.3%	16,581	2.9%
17	589,699	221,293	37.5%	347,095	58.9%	21,311	3.6%
19	442,039	167,904	38.0%	257,197	58.2%	16,938	3.8%
20	445,817	166,512	37.3%	264,475	59.3%	14,831	3.3%
21	445,696	166,885	37.4%	262,577	58.9%	16,234	3.6%
22	727,812	281,985	38.7%	426,327	58.6%	19,501	2.7%
23	414,912	154,514	37.2%	247,715	59.7%	12,683	3.1%
National	8,725,547	3,505,249	40.2%	4,942,778	56.6%	277,520	3.2%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-4. Enrollees by service and VISN

VISN	Period of service							
	WWII era		Korean War era		Between Korean and Vietnam Wars		Vietnam War	
1	7,909	2.3%	29,645	8.8%	36,537	10.9%	129,147	38.4%
2	14,995	3.5%	46,058	10.8%	42,683	10.0%	147,968	34.8%
4	10,773	2.7%	35,958	9.1%	40,153	10.1%	160,841	40.6%
5	3,857	1.2%	14,106	4.5%	23,328	7.4%	99,325	31.7%
6	NA	NA	22,337	4.1%	38,519	7.1%	188,557	35.0%
7	NA	NA	31,131	5.0%	46,197	7.4%	211,814	33.8%
8	11,503	1.6%	64,858	8.9%	78,897	10.8%	277,221	37.9%
9	NA	NA	18,131	4.9%	33,845	9.2%	138,770	37.6%
10	12,783	1.9%	38,385	5.8%	64,780	9.8%	257,701	39.1%
12	7,730	2.1%	27,842	7.6%	34,583	9.5%	138,029	37.7%
15	NA	NA	21,896	6.8%	23,819	7.4%	117,949	36.5%
16	7,793	1.4%	30,991	5.4%	51,459	9.0%	209,418	36.5%
17	5,579	0.9%	27,014	4.6%	44,990	7.6%	198,455	33.7%
19	6,118	1.4%	25,857	5.8%	40,288	9.1%	156,806	35.5%
20	NA	NA	21,152	4.7%	37,595	8.4%	158,762	35.6%
21	6,114	1.4%	29,576	6.6%	44,052	9.9%	170,827	38.3%
22	13,279	1.8%	45,912	6.3%	62,573	8.6%	251,346	34.5%
23	8,660	2.1%	32,245	7.8%	48,313	11.6%	175,789	42.4%
National	139,875	1.6%	563,094	6.3%	792,613	9.1%	3,188,724	36.5%

Denominator is the enrollee population by VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple periods of service.

“WWII Era” includes all WWII Veterans and a small number of enrollees who reported serving prior to WWII.

“Korean War Era” includes all Korean War Veterans and a small number of enrollees who reported serving between WWII and the Korean War.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.1-4. Enrollees by service and VISN (continued)

VISN	Period of service (continued)							
	Between Vietnam and Gulf Wars		Gulf War		Post 2001		Combat status	
1	76,239	22.7%	61,188	18.2%	85,651	25.4%	148,586	44.1%
2	80,792	19.0%	69,510	16.3%	108,137	25.4%	185,014	43.5%
4	91,287	23.1%	74,324	18.8%	80,329	20.3%	172,663	43.6%
5	96,200	30.7%	108,300	34.5%	122,083	38.9%	153,969	49.1%
6	174,682	32.4%	164,956	30.6%	178,843	33.2%	276,131	51.3%
7	218,839	34.9%	218,157	34.8%	192,895	30.8%	315,678	50.4%
8	203,957	27.9%	171,604	23.5%	165,644	22.7%	321,541	44.0%
9	110,019	29.8%	100,280	27.2%	104,981	28.5%	184,165	49.9%
10	167,467	25.4%	122,286	18.5%	143,308	21.7%	291,830	44.2%
12	69,971	19.1%	60,459	16.5%	95,490	26.1%	174,197	47.6%
15	76,533	23.7%	82,011	25.4%	91,878	28.4%	154,913	47.9%
16	164,994	28.8%	159,033	27.7%	166,225	29.0%	278,328	48.5%
17	185,880	31.5%	193,755	32.9%	210,971	35.8%	315,113	53.4%
19	117,101	26.5%	134,199	30.4%	153,954	34.8%	231,095	52.3%
20	129,390	29.0%	113,607	25.5%	153,672	34.5%	211,186	47.4%
21	115,193	25.8%	96,958	21.8%	129,481	29.1%	215,096	48.3%
22	193,260	26.6%	190,196	26.1%	244,322	33.6%	381,580	52.4%
23	81,702	19.7%	75,067	18.1%	107,082	25.8%	205,373	49.5%
National	2,353,505	27.0%	2,195,890	25.2%	2,534,948	29.1%	4,216,459	48.3%

Denominator is the enrollee population by VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple periods of service.

Table A.1-5. Enrollees by race/ethnicity and VISN

VISN	Race – mutually exclusive							
	White non-Hispanic		Black non-Hispanic		American Indian/Alaska Native non-Hispanic		Asian non-Hispanic	
1	300,434	89.3%	10,763	3.2%	NA	NA	NA	NA
2	316,509	74.3%	44,246	10.4%	NA	NA	NA	NA
4	329,265	83.1%	35,585	9.0%	NA	NA	NA	NA
5	217,762	69.4%	59,255	18.9%	NA	NA	NA	NA
6	328,020	60.9%	133,902	24.9%	NA	NA	NA	NA
7	361,283	57.7%	203,516	32.5%	NA	NA	NA	NA
8	487,180	66.7%	87,316	12.0%	NA	NA	NA	NA
9	293,029	79.4%	44,346	12.0%	NA	NA	NA	NA
10	554,875	84.1%	57,828	8.8%	NA	NA	NA	NA
12	290,694	79.4%	39,329	10.7%	NA	NA	NA	NA
15	262,031	81.1%	26,627	8.2%	NA	NA	NA	NA
16	373,110	65.0%	119,599	20.9%	NA	NA	NA	NA
17	327,985	55.6%	74,523	12.6%	NA	NA	NA	NA
19	349,918	79.2%	28,107	6.4%	7,921	1.8%	NA	NA
20	357,413	80.2%	16,023	3.6%	5,889	1.3%	NA	NA
21	275,780	61.9%	29,451	6.6%	NA	NA	41,327	9.3%
22	429,639	59.0%	61,036	8.4%	7,033	1.0%	30,643	4.2%
23	379,338	91.4%	7,242	1.7%	3,531	0.9%	NA	NA
National	6,234,264	71.4%	1,078,695	12.4%	53,232	0.6%	134,620	1.5%

Denominator is the enrollee population by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.1-5. Enrollees by race/ethnicity and VISN (continued)

VISN	Race – mutually exclusive (continued)							
	Native Hawaiian non-Hispanic		Multi-racial non-Hispanic		Hispanic		Missing	
1	NA	NA	NA	NA	12,000	3.6%	7,513	2.2%
2	NA	NA	NA	NA	33,907	8.0%	12,747	3.0%
4	NA	NA	NA	NA	15,783	4.0%	8,111	2.0%
5	NA	NA	5,058	1.6%	15,263	4.9%	9,912	3.2%
6	NA	NA	20,070	3.7	27,133	5.0%	16,666	3.1%
7	NA	NA	NA	NA	26,008	4.2%	19,495	3.1%
8	NA	NA	NA	NA	128,028	17.5%	16,933	2.3%
9	NA	NA	NA	NA	15,101	4.1%	8,509	2.3%
10	NA	NA	11,356	1.7%	15,358	2.3%	15,905	2.4%
12	NA	NA	NA	NA	21,510	5.9%	5,902	1.6%
15	NA	NA	NA	NA	NA	NA	9,841	3.0%
16	NA	NA	15,079	2.6%	32,897	5.7%	23,510	4.1%
17	NA	NA	19,261	3.3%	141,563	24.0%	15,947	2.7%
19	NA	NA	6,425	1.5%	33,660	7.6%	13,404	3.0%
20	NA	NA	12,817	2.9%	25,539	5.7%	15,226	3.4%
21	8,491	1.9%	19,942	4.5%	54,496	12.2%	12,544	2.8%
22	NA	NA	15,379	2.1%	153,363	21.1%	23,817	3.3%
23	NA	NA	NA	NA	8,026	1.9%	8,656	2.1%
National	28,646	0.3%	184,403	2.1%	767,048	8.8%	244,639	2.8%

Denominator is the enrollee population by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.1-6. Enrollees by employment status and VISN

VISN	Employment status			
	Full-time employed		Part-time employed	
1	99,316	29.5%	21,672	6.4%
2	119,404	28.0%	18,788	4.4%
4	96,561	24.4%	24,276	6.1%
5	128,421	40.9%	17,467	5.6%
6	182,422	33.9%	29,971	5.6%
7	173,073	27.6%	33,485	5.3%
8	161,087	22.0%	45,261	6.2%
9	111,432	30.2%	20,935	5.7%
10	187,355	28.4%	39,941	6.1%
12	112,381	30.7%	25,064	6.8%
15	96,394	29.8%	16,935	5.2%
16	162,471	28.3%	42,654	7.4%
17	202,362	34.3%	30,592	5.2%
19	154,256	34.9%	27,415	6.2%
20	136,033	30.5%	22,418	5.0%
21	128,273	28.8%	20,432	4.6%
22	235,568	32.4%	46,090	6.3%
23	124,008	29.9%	28,505	6.9%
National	2,610,819	29.9%	511,902	5.9%

Denominator is the enrollee population by VISN.

Percentages may not total 100 percent due to rounding.

Table A.1-6. Enrollees by employment status and VISN (continued)

VISN	Employment status (continued)							
	Unemployed		Not in the labor force		Missing		Unemployment rate	
1	10,924	3.2%	198,061	58.8%	6,621	2.0%	10,924	8.3%
2	18,466	4.3%	259,947	61.1%	9,140	2.1%	18,466	11.8%
4	NA	NA	252,695	63.8%	6,170	1.6%	NA	NA
5	15,684	5.0%	148,363	47.3%	3,885	1.2%	15,684	9.7%
6	24,116	4.5%	293,152	54.4%	9,123	1.7%	24,116	10.2%
7	44,625	7.1%	364,008	58.1%	11,290	1.8%	44,625	17.8%
8	34,284	4.7%	477,647	65.4%	12,381	1.7%	34,284	14.2%
9	15,651	4.2%	216,094	58.6%	4,846	1.3%	15,651	10.6%
10	23,916	3.6%	395,854	60.0%	12,811	1.9%	23,916	9.5%
12	10,841	3.0%	207,917	56.8%	9,727	2.7%	10,841	7.3%
15	16,298	5.0%	188,941	58.5%	4,538	1.4%	16,298	12.6%
16	30,525	5.3%	326,657	56.9%	11,296	2.0%	30,525	13.0%
17	49,054	8.3%	299,666	50.8%	8,024	1.4%	49,054	17.4%
19	19,788	4.5%	234,656	53.1%	5,924	1.3%	19,788	9.8%
20	33,386	7.5%	248,127	55.7%	5,853	1.3%	33,386	17.4%
21	34,673	7.8%	255,271	57.3%	7,047	1.6%	34,673	18.9%
22	50,188	6.9%	383,585	52.7%	12,381	1.7%	50,188	15.1%
23	14,067	3.4%	242,153	58.4%	6,178	1.5%	14,067	8.4%
National	462,799	5.3%	4,992,792	57.2%	147,235	1.7%	462,799	12.9%

Denominator is the enrollee population by VISN.

Percentages may not total 100 percent due to rounding.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.2 Health Benefits

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN

VISN	Medicare						Medicaid					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	76,868	46.2%	54,760	67.1%	58,554	66.2%	7,204	4.3%	17,538	21.5%	7,280	8.2%
2	78,368	46.9%	71,400	61.5%	95,461	67.0%	13,939	8.3%	15,233	13.1%	10,471	7.3%
4	88,099	51.9%	75,879	67.6%	82,067	71.9%	9,534	5.6%	12,201	10.9%	NA	NA
5	62,151	34.5%	38,102	55.6%	36,371	55.8%	8,361	4.6%	7,349	10.7%	3,491	5.4%
6	134,861	41.8%	69,380	57.1%	55,352	58.3%	19,507	6.1%	16,034	13.2%	NA	NA
7	153,820	40.5%	83,694	59.5%	66,536	62.9%	21,355	5.6%	16,677	11.9%	NA	NA
8	170,022	46.3%	132,908	64.8%	108,611	68.7%	21,647	5.9%	25,288	12.3%	9,302	5.9%
9	90,466	44.0%	52,239	55.2%	42,308	61.5%	8,550	4.2%	13,624	14.4%	NA	NA
10	149,087	47.2%	128,766	65.5%	85,569	58.2%	25,677	8.1%	34,239	17.4%	6,969	4.7%
12	63,397	41.3%	63,745	60.7%	64,682	60.3%	7,744	5.0%	13,783	13.1%	NA	NA
15	69,730	42.7%	54,491	62.1%	38,057	52.7%	NA	NA	7,153	8.2%	NA	NA
16	132,857	42.1%	91,254	61.8%	61,682	55.9%	11,150	3.5%	21,071	14.3%	NA	NA
17	142,383	37.7%	56,409	47.9%	53,843	57.2%	14,521	3.8%	9,867	8.4%	NA	NA
19	107,073	39.9%	57,556	61.6%	47,253	59.1%	10,066	3.7%	10,398	11.1%	4,479	5.6%
20	99,241	38.5%	65,646	60.9%	44,526	55.5%	12,569	4.9%	13,103	12.2%	NA	NA
21	98,667	41.4%	63,343	55.4%	55,052	59.0%	13,398	5.6%	15,468	13.5%	5,653	6.1%
22	145,326	36.9%	105,323	55.4%	81,698	56.9%	23,909	6.1%	29,512	15.5%	5,756	4.0%
23	125,205	53.6%	58,640	68.2%	59,962	63.0%	10,092	4.3%	11,394	13.3%	7,634	8.0%
National	1,987,621	42.5%	1,323,535	60.5%	1,137,584	61.1%	244,894	5.2%	289,932	13.3%	96,568	5.2%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN (continued)

VISN	TRICARE						Private Insurance					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	39,811	23.9%	NA	NA	8,150	9.2%	62,124	37.3%	15,098	18.5%	25,105	28.4%
2	30,736	18.4%	6,866	5.9%	10,663	7.5%	63,862	38.2%	27,411	23.6%	61,272	43.0%
4	45,752	27.0%	NA	NA	10,311	9.0%	54,473	32.1%	23,943	21.3%	43,258	37.9%
5	71,230	39.6%	7,366	10.7%	9,422	14.5%	57,938	32.2%	15,938	23.3%	25,415	39.0%
6	137,922	42.8%	14,778	12.2%	12,351	13.0%	74,060	23.0%	18,773	15.4%	27,676	29.1%
7	156,559	41.2%	15,094	10.7%	10,934	10.3%	93,632	24.6%	28,660	20.4%	29,664	28.0%
8	122,753	33.4%	22,870	11.2%	17,769	11.2%	72,919	19.8%	29,914	14.6%	41,594	26.3%
9	75,584	36.8%	7,941	8.4%	10,343	15.0%	54,764	26.7%	14,804	15.6%	21,078	30.6%
10	67,703	21.4%	16,858	8.6%	12,520	8.5%	97,934	31.0%	25,145	12.8%	48,606	33.0%
12	32,560	21.2%	NA	NA	6,397	6.0%	52,111	33.9%	19,172	18.2%	30,709	28.6%
15	48,054	29.5%	9,196	10.5%	7,260	10.1%	47,371	29.0%	17,191	19.6%	26,744	37.0%
16	114,033	36.1%	22,449	15.2%	15,454	14.0%	80,960	25.6%	20,205	13.7%	35,264	32.0%
17	165,801	43.9%	19,480	16.5%	13,668	14.5%	84,409	22.3%	25,393	21.6%	30,796	32.7%
19	97,621	36.3%	11,794	12.6%	11,837	14.8%	76,760	28.6%	14,264	15.3%	25,278	31.6%
20	83,156	32.3%	11,096	10.3%	11,059	13.8%	82,356	31.9%	20,164	18.7%	23,431	29.2%
21	72,624	30.5%	14,138	12.4%	11,616	12.5%	74,692	31.4%	22,077	19.3%	29,916	32.1%
22	142,741	36.2%	18,104	9.5%	16,875	11.7%	109,629	27.8%	27,532	14.5%	44,462	30.9%
23	44,700	19.1%	10,286	12.0%	10,747	11.3%	68,549	29.3%	13,107	15.2%	29,163	30.6%
National	1,549,340	33.1%	222,665	10.2%	207,376	11.1%	1,308,543	28.0%	378,791	17.3%	599,431	32.2%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN (continued)

VISN	No coverage					
	P1-P3		P4-P6		P7-P8	
1	26,805	16.1%	13,420	16.4%	11,798	13.3%
2	29,186	17.5%	22,821	19.7%	13,090	9.2%
4	26,104	15.4%	20,734	18.5%	NA	NA
5	27,797	15.4%	15,326	22.4%	7,832	12.0%
6	59,960	18.6%	28,292	23.3%	17,724	18.7%
7	70,256	18.5%	32,238	22.9%	16,792	15.9%
8	76,562	20.8%	45,696	22.3%	21,723	13.7%
9	35,430	17.2%	24,673	26.1%	11,522	16.7%
10	56,172	17.8%	43,206	22.0%	20,810	14.1%
12	27,769	18.1%	26,036	24.8%	19,114	17.8%
15	33,503	20.5%	20,186	23.0%	10,470	14.5%
16	66,516	21.1%	32,637	22.1%	16,782	15.2%
17	81,093	21.5%	31,896	27.1%	15,819	16.8%
19	47,679	17.7%	20,909	22.4%	12,788	16.0%
20	50,264	19.5%	24,367	22.6%	13,931	17.4%
21	48,454	20.4%	30,083	26.3%	17,784	19.1%
22	88,018	22.3%	56,681	29.8%	27,013	18.8%
23	39,239	16.8%	12,511	14.5%	12,146	12.8%
National	890,807	19.0%	501,712	22.9%	273,688	14.7%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN

VISN	Medicare						Medicaid					
	<45		45-64		65+		<45		45-64		65+	
1	NA	NA	14,922	17.0%	168,563	91.7%	NA	NA	7,694	8.7%	22,443	12.2%
2	NA	NA	20,459	19.6%	219,257	93.9%	NA	NA	10,952	10.5%	24,163	10.3%
4	NA	NA	23,751	23.3%	219,072	94.1%	NA	NA	NA	NA	17,832	7.7%
5	NA	NA	15,359	13.9%	116,767	92.3%	NA	NA	7,124	6.4%	10,503	8.3%
6	NA	NA	32,711	17.8%	217,254	92.8%	NA	NA	14,979	8.1%	18,299	7.8%
7	NA	NA	46,126	18.7%	242,293	93.1%	NA	NA	15,635	6.3%	17,778	6.8%
8	NA	NA	39,748	18.8%	362,434	91.2%	NA	NA	9,202	4.4%	38,001	9.6%
9	NA	NA	22,343	17.9%	156,662	91.9%	NA	NA	7,671	6.1%	14,364	8.4%
10	NA	NA	34,661	17.7%	323,036	92.3%	NA	NA	20,219	10.3%	40,226	11.5%
12	NA	NA	12,305	14.6%	175,908	90.7%	NA	NA	6,827	8.1%	15,516	8.0%
15	NA	NA	14,512	15.5%	143,009	91.3%	NA	NA	NA	NA	10,033	6.4%
16	NA	NA	41,819	22.6%	241,492	91.4%	NA	NA	NA	NA	23,277	8.8%
17	NA	NA	23,724	11.7%	221,129	91.6%	NA	NA	6,888	3.4%	19,857	8.2%
19	NA	NA	20,408	16.2%	188,681	91.8%	NA	NA	6,757	5.4%	14,228	6.9%
20	NA	NA	21,030	15.3%	175,932	90.3%	NA	NA	10,016	7.3%	13,885	7.1%
21	NA	NA	21,455	17.0%	192,517	87.3%	NA	NA	12,986	10.3%	17,093	7.8%
22	NA	NA	36,138	17.0%	285,018	87.8%	NA	NA	21,447	10.1%	27,297	8.4%
23	NA	NA	13,249	15.1%	225,603	93.4%	NA	NA	4,631	5.3%	18,572	7.7%
National	119,390	6.4%	454,720	17.3%	3,874,627	91.6%	83,113	4.4%	184,914	7.0%	363,367	8.6%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN (continued)

VISN	TRICARE						Private insurance					
	<45		45-64		65+		<45		45-64		65+	
1	NA	NA	21,897	24.9%	21,762	11.8%	NA	NA	36,209	41.1%	33,154	18.0%
2	NA	NA	18,782	18.0%	17,193	7.4%	44,664	51.0%	43,631	41.7%	64,249	27.5%
4	NA	NA	29,188	28.6%	24,695	10.6%	NA	NA	44,576	43.6%	42,931	18.4%
5	NA	NA	46,199	41.7%	27,526	21.8%	38,245	50.0%	35,582	32.1%	25,463	20.1%
6	NA	NA	80,031	43.5%	59,020	25.2%	NA	NA	47,752	26.0%	30,080	12.9%
7	NA	NA	91,533	37.1%	63,964	24.6%	NA	NA	70,930	28.7%	36,548	14.0%
8	NA	NA	65,513	31.0%	70,368	17.7%	36,939	30.3%	50,780	24.0%	56,708	14.3%
9	NA	NA	38,273	30.6%	34,601	20.3%	NA	NA	41,511	33.2%	21,410	12.6%
10	NA	NA	39,216	20.1%	32,980	9.4%	44,984	39.3%	68,404	35.0%	58,297	16.7%
12	NA	NA	12,133	14.4%	14,010	7.2%	39,648	45.1%	32,431	38.5%	29,913	15.4%
15	NA	NA	29,961	32.1%	22,978	14.7%	NA	NA	30,534	32.7%	26,011	16.6%
16	NA	NA	59,356	32.1%	63,638	24.1%	52,293	42.1%	50,094	27.1%	34,041	12.9%
17	35,746	24.6%	89,693	44.2%	73,510	30.4%	49,654	34.2%	57,860	28.5%	33,084	13.7%
19	23,272	21.0%	47,060	37.4%	50,920	24.8%	51,429	46.4%	36,248	28.8%	28,625	13.9%
20	NA	NA	41,025	29.9%	43,438	22.3%	46,317	40.7%	47,935	35.0%	31,699	16.3%
21	NA	NA	36,704	29.1%	44,623	20.2%	40,212	40.6%	38,611	30.6%	47,861	21.7%
22	37,776	19.8%	70,278	33.0%	69,665	21.5%	56,637	29.7%	68,278	32.1%	56,708	17.5%
23	NA	NA	21,427	24.5%	30,687	12.7%	39,251	45.7%	38,800	44.3%	32,767	13.6%
National	375,535	20.1%	838,269	32.0%	765,578	18.1%	757,047	40.5%	840,166	32.0%	689,549	16.3%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN (continued)

VISN	No coverage					
	<45		45-64		65+	
1	NA	NA	20,585	23.4%	10,313	5.6%
2	30,399	34.7%	26,518	25.3%	8,178	3.5%
4	NA	NA	21,173	20.7%	9,567	4.1%
5	21,406	28.0%	22,162	20.0%	7,388	5.8%
6	51,027	42.2%	42,910	23.3%	12,038	5.1%
7	NA	NA	65,836	26.7%	13,026	5.0%
8	44,960	36.9%	74,032	35.0%	24,989	6.3%
9	NA	NA	36,645	29.3%	11,144	6.5%
10	NA	NA	60,678	31.0%	20,825	5.9%
12	NA	NA	29,793	35.4%	13,017	6.7%
15	NA	NA	26,943	28.8%	10,282	6.6%
16	NA	NA	56,043	30.3%	16,915	6.4%
17	59,534	41.0%	54,512	26.8%	14,763	6.1%
19	36,252	32.7%	33,880	26.9%	11,245	5.5%
20	38,636	33.9%	37,162	27.1%	12,763	6.6%
21	38,606	38.9%	37,180	29.5%	20,535	9.3%
22	89,072	46.8%	55,666	26.2%	26,975	8.3%
23	NA	NA	22,745	26.0%	12,033	5.0%
National	685,747	36.7%	724,463	27.6%	255,996	6.0%

Denominator is the enrollee population by age and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN

VISN	Medicare						Medicaid					
	<\$35,000		\$35,000+		Missing		<\$35,000		\$35,000+		Missing	
1	88,548	71.9%	92,552	45.6%	9,082	85.7%	26,624	21.6%	4,390	2.2%	NA	NA
2	104,469	66.2%	127,350	50.6%	13,409	83.9%	25,094	15.9%	13,270	5.3%	NA	NA
4	131,795	75.6%	106,914	50.9%	7,337	64.4%	22,200	12.7%	NA	NA	NA	NA
5	59,872	57.4%	71,868	35.6%	4,883	64.0%	11,844	11.4%	6,827	3.4%	NA	NA
6	110,743	55.9%	137,107	42.2%	11,743	73.9%	23,540	11.9%	16,535	5.1%	NA	NA
7	137,248	53.5%	151,399	43.9%	15,403	62.0%	30,109	11.7%	10,354	3.0%	NA	NA
8	207,892	64.5%	190,911	49.2%	12,739	61.0%	38,978	12.1%	15,691	4.0%	NA	NA
9	95,995	61.9%	82,469	40.2%	6,549	73.1%	19,373	12.5%	4,480	2.2%	NA	NA
10	202,271	65.0%	146,709	44.7%	14,441	71.5%	52,045	16.7%	12,038	3.7%	NA	NA
12	87,363	62.1%	93,676	44.3%	10,784	78.8%	17,415	12.4%	7,112	3.4%	NA	NA
15	81,744	56.2%	75,793	45.0%	NA	NA	14,092	9.7%	NA	NA	NA	NA
16	154,989	60.3%	121,089	40.3%	9,714	58.6%	27,533	10.7%	6,764	2.3%	NA	NA
17	106,789	48.3%	134,179	38.7%	11,668	54.8%	17,361	7.8%	9,292	2.7%	NA	NA
19	95,238	56.7%	106,151	41.3%	10,493	61.9%	16,959	10.1%	6,557	2.5%	NA	NA
20	91,143	54.7%	108,374	41.0%	9,896	66.7%	22,459	13.5%	5,530	2.1%	NA	NA
21	84,274	50.5%	124,645	47.5%	8,142	50.2%	20,972	12.6%	12,566	4.8%	NA	NA
22	152,718	54.2%	167,975	39.4%	11,654	59.8%	45,968	16.3%	12,129	2.8%	NA	NA
23	115,212	74.6%	119,127	48.1%	9,467	74.6%	22,805	14.8%	5,560	2.2%	NA	NA
National	2,108,303	60.1%	2,158,288	43.7%	182,146	65.6%	455,371	13.0%	155,703	3.2%	20,315	7.3%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN (continued)

VISN	TRICARE						Private insurance					
	<\$35,000		\$35,000+		Missing		<\$35,000		\$35,000+		Missing	
1	9,054	7.3%	43,810	21.6%	NA	NA	14,842	12.0%	86,106	42.5%	NA	NA
2	10,258	6.5%	35,162	14.0%	NA	NA	22,916	14.5%	123,949	49.2%	5,679	35.5%
4	14,699	8.4%	44,796	21.3%	NA	NA	23,317	13.4%	95,052	45.2%	NA	NA
5	11,539	11.1%	74,965	37.1%	NA	NA	17,319	16.6%	78,786	39.0%	NA	NA
6	22,458	11.3%	137,873	42.5%	NA	NA	15,132	7.6%	102,007	31.4%	NA	NA
7	41,455	16.1%	134,289	38.9%	NA	NA	33,114	12.9%	114,402	33.2%	NA	NA
8	38,732	12.0%	120,664	31.1%	NA	NA	33,836	10.5%	103,717	26.8%	6,874	32.9%
9	18,192	11.7%	72,358	35.3%	NA	NA	15,231	9.8%	73,646	35.9%	NA	NA
10	24,971	8.0%	69,758	21.2%	NA	NA	38,110	12.2%	129,398	39.4%	NA	NA
12	6,770	4.8%	34,878	16.5%	NA	NA	13,923	9.9%	85,564	40.4%	NA	NA
15	17,595	12.1%	42,279	25.1%	NA	NA	22,615	15.6%	66,367	39.4%	NA	NA
16	40,220	15.7%	107,390	35.8%	NA	NA	24,226	9.4%	110,204	36.7%	NA	NA
17	45,347	20.5%	147,441	42.5%	6,161	28.9%	26,094	11.8%	110,140	31.7%	NA	NA
19	22,340	13.3%	93,890	36.5%	5,023	29.7%	17,019	10.1%	95,503	37.1%	NA	NA
20	25,840	15.5%	74,983	28.4%	4,487	30.3%	15,325	9.2%	108,576	41.1%	NA	NA
21	22,295	13.4%	73,803	28.1%	NA	NA	18,560	11.1%	102,569	39.1%	NA	NA
22	36,869	13.1%	135,602	31.8%	5,248	26.9%	28,842	10.2%	147,548	34.6%	NA	NA
23	16,033	10.4%	47,720	19.3%	NA	NA	15,578	10.1%	91,784	37.1%	NA	NA
National	424,667	12.1%	1,491,661	30.2%	63,054	22.7%	395,999	11.3%	1,825,318	36.9%	65,445	23.6%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN (continued)

VISN	No coverage					
	<\$35,000		\$35,000+		Missing	
1	24,156	19.6%	26,403	13.0%	NA	NA
2	34,332	21.7%	29,382	11.7%	NA	NA
4	33,359	19.1%	17,978	8.6%	NA	NA
5	26,177	25.1%	24,371	12.1%	NA	NA
6	65,429	33.0%	39,948	12.3%	NA	NA
7	72,546	28.3%	42,261	12.3%	NA	NA
8	80,295	24.9%	59,003	15.2%	NA	NA
9	40,292	26.0%	30,267	14.8%	NA	NA
10	73,973	23.8%	44,627	13.6%	NA	NA
12	42,476	30.2%	29,268	13.8%	NA	NA
15	42,886	29.5%	20,376	12.1%	NA	NA
16	71,403	27.8%	40,991	13.7%	NA	NA
17	73,757	33.3%	49,886	14.4%	NA	NA
19	49,977	29.8%	28,449	11.1%	NA	NA
20	48,876	29.4%	38,464	14.5%	NA	NA
21	56,623	33.9%	35,900	13.7%	NA	NA
22	86,856	30.8%	83,151	19.5%	NA	NA
23	24,423	15.8%	38,666	15.6%	NA	NA
National	947,836	27.0%	679,391	13.7%	38,980	14.0%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple types of health insurance coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.3 Prescription Drug Coverage and Use

Table A.3-1. Enrollees with private insurance drug coverage, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	53,485	86.1%	12,828	85.0%	19,832	79.0%	NA	NA	33,433	92.3%	23,780	71.7%
2	54,367	85.1%	24,244	88.4%	51,012	83.3%	41,139	92.1%	38,888	89.1%	49,597	77.2%
4	44,126	81.0%	19,012	79.4%	37,018	85.6%	NA	NA	38,629	86.7%	31,759	74.0%
5	49,280	85.1%	14,072	88.3%	21,298	83.8%	34,028	89.0%	32,043	90.1%	18,578	73.0%
6	61,216	82.7%	14,862	79.2%	23,227	83.9%	NA	NA	43,068	90.2%	20,267	67.4%
7	78,419	83.8%	19,608	68.4%	27,719	93.4%	NA	NA	60,771	85.7%	26,961	73.8%
8	60,760	83.3%	25,353	84.8%	32,169	77.3%	33,780	91.4%	41,982	82.7%	42,519	75.0%
9	46,876	85.6%	11,651	78.7%	16,686	79.2%	NA	NA	34,500	83.1%	16,740	78.2%
10	84,356	86.1%	19,044	75.7%	41,381	85.1%	43,365	96.4%	57,142	83.5%	44,274	75.9%
12	44,954	86.3%	15,957	83.2%	23,135	75.3%	35,669	90.0%	27,662	85.3%	20,715	69.3%
15	37,109	78.3%	11,988	69.7%	21,083	78.8%	NA	NA	25,487	83.5%	16,572	63.7%
16	69,777	86.2%	16,335	80.8%	29,452	83.5%	48,197	92.2%	44,074	88.0%	23,293	68.4%
17	67,393	79.8%	20,005	78.8%	27,043	87.8%	43,969	88.6%	46,522	80.4%	23,951	72.4%
19	62,594	81.5%	6,790	47.6%	17,531	69.4%	32,876	63.9%	33,514	92.5%	20,525	71.7%
20	68,853	83.6%	15,206	75.4%	18,022	76.9%	38,310	82.7%	40,476	84.4%	23,295	73.5%
21	66,579	89.1%	16,987	76.9%	26,131	87.3%	38,835	96.6%	34,095	88.3%	36,767	76.8%
22	90,088	82.2%	22,618	82.2%	35,563	80.0%	46,679	82.4%	56,070	82.1%	45,520	80.3%
23	57,751	84.2%	10,072	76.8%	23,468	80.5%	37,950	96.7%	31,697	81.7%	21,644	66.1%
National	1,097,983	83.9%	296,632	78.3%	491,770	82.0%	659,575	87.1%	720,053	85.7%	506,757	73.5%

Denominator is the enrollee population with Private Insurance by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-1. Enrollees with private insurance drug coverage, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	9,289	62.6%	75,924	88.2%	NA	NA
2	16,483	71.9%	108,860	87.8%	NA	NA
4	15,622	67.0%	81,340	85.6%	NA	NA
5	14,611	84.4%	67,506	85.7%	NA	NA
6	12,195	80.6%	84,270	82.6%	NA	NA
7	23,686	71.5%	98,174	85.8%	NA	NA
8	23,431	69.2%	89,922	86.7%	NA	NA
9	12,172	79.9%	61,272	83.2%	NA	NA
10	27,983	73.4%	113,518	87.7%	NA	NA
12	9,660	69.4%	72,621	84.9%	NA	NA
15	14,998	66.3%	53,627	80.8%	NA	NA
16	17,625	72.8%	96,756	87.8%	NA	NA
17	20,445	78.4%	90,317	82.0%	NA	NA
19	10,895	64.0%	72,757	76.2%	NA	NA
20	11,314	73.8%	89,784	82.7%	NA	NA
21	13,579	73.2%	91,426	89.1%	NA	NA
22	22,856	79.2%	120,987	82.0%	NA	NA
23	10,585	67.9%	78,368	85.4%	NA	NA
National	287,429	72.6%	1,547,429	84.8%	51,531	78.7%

Denominator is the enrollee population with Private Insurance by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-2. Enrollees with Medicare Part D drug coverage, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	22,427	29.2%	22,727	41.5%	24,060	41.1%	NA	NA	NA	NA	62,810	37.3%
2	24,308	31.0%	28,281	39.6%	37,556	39.3%	NA	NA	6,306	30.8%	83,233	38.0%
4	25,664	29.1%	31,636	41.7%	29,193	35.6%	NA	NA	NA	NA	80,526	36.8%
5	14,245	22.9%	9,222	24.2%	11,811	32.5%	NA	NA	NA	NA	29,260	25.1%
6	32,767	24.3%	23,299	33.6%	21,219	38.3%	NA	NA	NA	NA	68,261	31.4%
7	36,979	24.0%	35,928	42.9%	27,963	42.0%	NA	NA	13,026	28.2%	82,184	33.9%
8	56,080	33.0%	54,236	40.8%	48,957	45.1%	NA	NA	11,122	28.0%	140,737	38.8%
9	22,809	25.2%	20,082	38.4%	16,474	38.9%	NA	NA	NA	NA	53,328	34.0%
10	46,902	31.5%	51,650	40.1%	39,095	45.7%	NA	NA	12,876	37.1%	122,363	37.9%
12	19,647	31.0%	23,500	36.9%	20,669	32.0%	NA	NA	NA	NA	58,667	33.4%
15	16,964	24.3%	17,942	32.9%	13,603	35.7%	NA	NA	NA	NA	45,161	31.6%
16	34,824	26.2%	29,676	32.5%	25,043	40.6%	NA	NA	NA	NA	78,255	32.4%
17	39,125	27.5%	20,349	36.1%	20,773	38.6%	NA	NA	7,113	30.0%	71,211	32.2%
19	25,751	24.0%	19,797	34.4%	15,773	33.4%	NA	NA	7,737	37.9%	53,585	28.4%
20	27,269	27.5%	20,297	30.9%	16,054	36.1%	NA	NA	NA	NA	54,752	31.1%
21	29,521	29.9%	22,316	35.2%	23,985	43.6%	NA	NA	6,627	30.9%	67,892	35.3%
22	48,248	33.2%	47,214	44.8%	35,988	44.1%	NA	NA	12,006	33.2%	115,139	40.4%
23	35,240	28.1%	17,082	29.1%	20,317	33.9%	NA	NA	NA	NA	70,141	31.1%
National	558,770	28.1%	495,234	37.4%	448,533	39.4%	41,821	35.0%	123,210	27.1%	1,337,505	34.5%

Denominator is the enrollee population with Medicare by priority group, age, or income, and by VISN. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-2. Enrollees with Medicare part D drug coverage, by priority group, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	34,533	39.0%	32,669	35.3%	NA	NA
2	38,181	36.5%	48,697	38.2%	NA	NA
4	45,568	34.6%	38,986	36.5%	NA	NA
5	14,773	24.7%	19,215	26.7%	NA	NA
6	36,263	32.7%	35,060	25.6%	NA	NA
7	47,264	34.4%	50,824	33.6%	NA	NA
8	83,938	40.4%	70,678	37.0%	NA	NA
9	34,994	36.5%	22,874	27.7%	NA	NA
10	73,555	36.4%	57,305	39.1%	6,787	47.0%
12	28,662	32.8%	32,208	34.4%	NA	NA
15	23,473	28.7%	24,554	32.4%	NA	NA
16	51,276	33.1%	35,402	29.2%	NA	NA
17	33,450	31.3%	42,866	31.9%	NA	NA
19	28,772	30.2%	28,424	26.8%	NA	NA
20	26,594	29.2%	33,626	31.0%	NA	NA
21	26,831	31.8%	46,160	37.0%	NA	NA
22	62,245	40.8%	64,103	38.2%	NA	NA
23	32,000	27.8%	38,851	32.6%	NA	NA
National	722,372	34.3%	722,502	33.5%	57,664	31.7%

Denominator is the enrollee population with Medicare by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-3. Enrollee use of prescription medications, by VISN

VISN	Prescription medications in the last 30 days									
	0		1-2		3-4		5 or more		Missing	
1	53,941	16.0%	65,785	19.5%	74,541	22.1%	131,116	39.0%	11,211	3.3%
2	83,933	19.7%	67,168	15.8%	85,654	20.1%	174,699	41.0%	14,291	3.4%
4	46,874	11.8%	69,558	17.6%	85,604	21.6%	178,874	45.2%	15,105	3.8%
5	58,870	18.8%	64,688	20.6%	58,362	18.6%	123,149	39.2%	8,750	2.8%
6	75,513	14.0%	94,537	17.5%	110,080	20.4%	246,042	45.7%	12,612	2.3%
7	72,833	11.6%	96,725	15.4%	122,422	19.5%	313,122	50.0%	21,380	3.4%
8	94,107	12.9%	113,891	15.6%	145,337	19.9%	350,999	48.0%	26,324	3.6%
9	52,734	14.3%	55,969	15.2%	76,707	20.8%	172,889	46.9%	10,659	2.9%
10	104,611	15.9%	100,328	15.2%	124,518	18.9%	307,278	46.6%	23,141	3.5%
12	65,383	17.9%	65,796	18.0%	81,756	22.3%	143,446	39.2%	9,549	2.6%
15	53,466	16.5%	57,457	17.8%	59,635	18.5%	142,477	44.1%	10,071	3.1%
16	74,446	13.0%	86,351	15.1%	118,037	20.6%	275,150	48.0%	19,620	3.4%
17	90,769	15.4%	101,321	17.2%	117,131	19.9%	262,533	44.5%	17,945	3.0%
19	85,166	19.3%	93,423	21.1%	75,974	17.2%	175,305	39.7%	12,171	2.8%
20	88,829	19.9%	100,128	22.5%	90,110	20.2%	156,373	35.1%	10,377	2.3%
21	97,493	21.9%	85,405	19.2%	88,433	19.8%	164,993	37.0%	9,372	2.1%
22	148,844	20.5%	151,964	20.9%	139,549	19.2%	268,512	36.9%	18,942	2.6%
23	73,488	17.7%	77,207	18.6%	81,801	19.7%	169,939	41.0%	12,476	3.0%
National	1,421,300	16.3%	1,547,701	17.7%	1,735,651	19.9%	3,756,896	43.1%	263,996	3.0%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.3-4. Enrollee use of prescription medications obtained from VA, by VISN

VISN	Prescription medications in the last 30 days from VA									
	0		1-2		3-4		5 or more		Missing	
1	104,761	38.6%	43,954	16.2%	41,173	15.2%	77,006	28.4%	4,547	1.7%
2	142,221	43.4%	50,661	15.5%	46,807	14.3%	82,252	25.1%	5,580	1.7%
4	116,026	34.7%	66,306	19.8%	46,778	14.0%	99,271	29.7%	NA	NA
5	105,219	42.7%	36,912	15.0%	29,861	12.1%	68,504	27.8%	5,703	2.3%
6	151,137	33.5%	77,774	17.3%	69,351	15.4%	143,718	31.9%	8,679	1.9%
7	177,815	33.4%	88,058	16.5%	84,072	15.8%	170,966	32.1%	11,358	2.1%
8	181,483	29.7%	111,811	18.3%	100,874	16.5%	202,418	33.2%	13,641	2.2%
9	99,780	32.7%	45,273	14.8%	49,375	16.2%	103,324	33.8%	7,812	2.6%
10	170,532	32.0%	92,333	17.4%	76,306	14.3%	180,451	33.9%	12,503	2.3%
12	82,082	28.2%	54,114	18.6%	59,684	20.5%	90,635	31.1%	4,482	1.5%
15	81,024	31.2%	48,173	18.6%	37,390	14.4%	85,064	32.8%	7,918	3.1%
16	147,383	30.7%	75,269	15.7%	76,005	15.8%	167,315	34.9%	13,566	2.8%
17	162,197	33.7%	80,473	16.7%	79,161	16.5%	151,026	31.4%	8,127	1.7%
19	118,572	34.4%	61,210	17.8%	51,920	15.1%	108,058	31.3%	4,942	1.4%
20	118,993	34.3%	65,332	18.8%	65,858	19.0%	90,413	26.1%	6,016	1.7%
21	122,089	36.0%	60,229	17.8%	51,960	15.3%	96,566	28.5%	7,988	2.4%
22	213,392	38.1%	107,472	19.2%	78,349	14.0%	148,715	26.6%	12,097	2.2%
23	97,003	29.5%	67,099	20.4%	55,961	17.0%	102,661	31.2%	6,224	1.9%
National	2,391,709	34.0%	1,232,453	17.5%	1,100,885	15.6%	2,168,363	30.8%	146,838	2.1%

Denominator is the enrollee population who reported using prescription medications in the last 30 days by VISN.

Percentages may not total 100 percent due to rounding.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.4 Cigarette Smoking

Table A.4-1. Enrollees who ever smoked, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	89,584	53.8%	55,752	68.3%	54,161	61.3%	NA	NA	48,361	54.9%	125,618	68.3%
2	100,349	60.0%	72,900	62.8%	85,253	59.8%	44,071	50.3%	56,630	54.1%	157,801	67.6%
4	98,790	58.2%	69,278	61.8%	67,650	59.3%	NA	NA	49,572	48.5%	151,253	64.9%
5	81,276	45.1%	38,698	56.5%	34,584	53.1%	27,983	36.6%	45,026	40.6%	81,549	64.5%
6	172,044	53.4%	69,097	56.9%	57,214	60.3%	56,685	46.9%	90,962	49.5%	150,709	64.4%
7	181,272	47.7%	87,156	62.0%	61,453	58.1%	NA	NA	115,545	46.8%	167,018	64.2%
8	202,105	55.0%	129,418	63.1%	90,493	57.2%	57,067	46.8%	106,259	50.2%	258,689	65.1%
9	117,942	57.4%	62,320	65.9%	40,385	58.7%	NA	NA	65,703	52.5%	116,256	68.2%
10	194,613	61.6%	134,264	68.3%	83,970	57.1%	58,525	51.2%	118,324	60.5%	235,999	67.4%
12	84,600	55.1%	65,827	62.6%	61,447	57.3%	38,532	43.8%	47,272	56.2%	126,070	65.0%
15	105,488	64.7%	53,955	61.5%	40,914	56.7%	NA	NA	48,247	51.6%	106,993	68.3%
16	177,989	56.4%	89,714	60.8%	58,579	53.1%	56,501	45.4%	94,954	51.3%	174,828	66.1%
17	186,433	49.4%	64,665	54.9%	51,682	54.9%	53,475	36.8%	94,750	46.7%	154,556	64.0%
19	137,277	51.1%	52,652	56.3%	38,160	47.7%	48,492	43.7%	56,588	45.0%	123,009	59.9%
20	139,369	54.1%	67,130	62.2%	45,559	56.8%	56,193	49.3%	67,910	49.5%	127,955	65.7%
21	123,338	51.8%	66,798	58.4%	53,142	57.0%	45,071	45.5%	60,314	47.8%	137,893	62.6%
22	190,842	48.4%	119,023	62.6%	79,302	55.2%	83,706	43.9%	95,182	44.8%	210,278	64.8%
23	146,464	62.7%	58,595	68.1%	50,622	53.2%	41,131	47.9%	50,478	57.7%	164,072	67.9%
National	2,529,775	54.1%	1,357,242	62.1%	1,054,570	56.7%	858,966	45.9%	1,312,077	50.0%	2,770,546	65.5%

Denominator is the enrollee population by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-1. Enrollees who ever smoked, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	84,056	68.2%	108,760	53.6%	6,681	63.0%
2	98,800	62.6%	147,471	58.5%	12,231	76.5%
4	109,628	62.9%	120,182	57.2%	NA	NA
5	63,173	60.6%	87,665	43.4%	3,721	48.8%
6	115,622	58.3%	174,719	53.8%	8,015	50.4%
7	153,308	59.7%	165,730	48.1%	10,844	43.6%
8	197,874	61.4%	211,419	54.5%	12,723	61.0%
9	106,316	68.6%	108,964	53.2%	5,367	59.9%
10	217,307	69.8%	182,570	55.6%	12,971	64.3%
12	89,390	63.6%	115,734	54.7%	6,749	49.3%
15	101,125	69.6%	94,285	56.0%	NA	NA
16	164,199	63.9%	153,650	51.2%	8,433	50.9%
17	132,612	59.9%	160,530	46.2%	9,639	45.2%
19	100,319	59.7%	118,335	46.0%	9,435	55.7%
20	112,819	67.8%	131,718	49.8%	7,521	50.7%
21	97,622	58.5%	136,854	52.1%	8,802	54.2%
22	180,004	63.8%	199,621	46.8%	9,541	48.9%
23	108,426	70.2%	140,506	56.7%	6,748	53.2%
National	2,232,600	63.7%	2,558,713	51.8%	150,275	54.1%

Denominator is the enrollee population by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-2. Enrollees who are current smokers, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	16,752	18.7%	16,207	29.1%	10,149	18.7%	NA	NA	14,351	29.7%	15,596	12.4%
2	26,452	26.4%	15,664	21.5%	15,088	17.7%	NA	NA	22,331	39.4%	18,740	11.9%
4	22,291	22.6%	15,507	22.4%	NA	NA	NA	NA	18,524	37.4%	20,122	13.3%
5	18,515	22.8%	14,645	37.8%	8,107	23.4%	NA	NA	19,232	42.7%	12,463	15.3%
6	40,221	23.4%	21,140	30.6%	11,009	19.2%	NA	NA	35,829	39.4%	18,783	12.5%
7	45,070	24.9%	22,980	26.4%	13,737	22.4%	NA	NA	43,118	37.3%	21,806	13.1%
8	43,730	21.6%	29,032	22.4%	13,044	14.4%	NA	NA	33,541	31.6%	32,973	12.7%
9	33,996	28.8%	18,812	30.2%	6,313	15.6%	NA	NA	27,841	42.4%	19,606	16.9%
10	51,527	26.5%	43,433	32.3%	15,674	18.7%	NA	NA	50,822	43.0%	40,229	17.0%
12	18,849	22.3%	15,883	24.1%	11,233	18.3%	NA	NA	17,831	37.7%	17,312	13.7%
15	30,442	28.9%	19,154	35.5%	6,276	15.3%	NA	NA	19,580	40.6%	20,475	19.1%
16	46,234	26.0%	34,925	38.9%	11,254	19.2%	NA	NA	40,806	43.0%	31,461	18.0%
17	46,886	25.1%	15,137	23.4%	7,098	13.7%	NA	NA	27,922	29.5%	24,111	15.6%
19	34,032	24.8%	18,096	34.4%	6,231	16.3%	NA	NA	21,469	37.9%	21,853	17.8%
20	28,456	20.4%	15,385	22.9%	6,365	14.0%	NA	NA	21,574	31.8%	17,126	13.4%
21	21,605	17.5%	15,436	23.1%	10,953	20.6%	NA	NA	18,822	31.2%	18,968	13.8%
22	38,507	20.2%	33,257	27.9%	15,250	19.2%	NA	NA	29,767	31.3%	29,738	14.1%
23	29,757	20.3%	17,687	30.2%	7,159	14.1%	NA	NA	17,019	33.7%	21,961	13.4%
National	593,322	23.5%	382,380	28.2%	185,600	17.6%	277,597	32.3%	480,379	36.6%	403,323	14.6%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

Current smokers include both every-day smokers and some-day smokers.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-2. Enrollees who are current smokers, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	21,418	25.5%	21,077	19.4%	NA	NA
2	26,631	27.0%	29,362	19.9%	NA	NA
4	24,506	22.4%	23,031	19.2%	NA	NA
5	22,863	36.2%	17,703	20.2%	NA	NA
6	34,212	29.6%	36,311	20.8%	NA	NA
7	47,641	31.1%	30,760	18.6%	NA	NA
8	49,410	25.0%	33,466	15.8%	NA	NA
9	34,445	32.4%	22,077	20.3%	NA	NA
10	72,141	33.2%	35,262	19.3%	NA	NA
12	24,405	27.3%	20,792	18.0%	NA	NA
15	37,567	37.1%	17,740	18.8%	NA	NA
16	60,301	36.7%	30,281	19.7%	NA	NA
17	39,222	29.6%	28,210	17.6%	NA	NA
19	35,461	35.3%	21,694	18.3%	NA	NA
20	28,840	25.6%	20,421	15.5%	NA	NA
21	22,577	23.1%	24,242	17.7%	NA	NA
22	52,547	29.2%	32,756	16.4%	NA	NA
23	27,316	25.2%	26,238	18.7%	NA	NA
National	661,503	29.6%	471,423	18.4%	28,376	18.9%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

Current smokers include both every-day smokers and some-day smokers.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-3. Enrollees who are former smokers, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	71,674	80.0%	38,958	69.9%	43,705	80.7%	NA	NA	33,673	69.6%	108,308	86.2%
2	72,414	72.2%	55,369	76.0%	68,776	80.7%	27,939	63.4%	32,936	58.2%	135,683	86.0%
4	72,052	72.9%	53,327	77.0%	56,025	82.8%	NA	NA	31,047	62.6%	128,625	85.0%
5	61,433	75.6%	23,201	60.0%	25,894	74.9%	NA	NA	24,961	55.4%	67,157	82.4%
6	128,210	74.5%	46,404	67.2%	45,771	80.0%	NA	NA	54,380	59.8%	128,640	85.4%
7	134,504	74.2%	62,915	72.2%	46,688	76.0%	NA	NA	71,587	62.0%	142,063	85.1%
8	156,161	77.3%	98,915	76.4%	75,773	83.7%	37,776	66.2%	71,533	67.3%	221,541	85.6%
9	82,555	70.0%	42,873	68.8%	33,597	83.2%	NA	NA	37,250	56.7%	94,761	81.5%
10	142,065	73.0%	87,487	65.2%	66,757	79.5%	NA	NA	67,228	56.8%	190,139	80.6%
12	64,830	76.6%	49,177	74.7%	49,767	81.0%	NA	NA	29,348	62.1%	106,716	84.6%
15	73,935	70.1%	33,846	62.7%	34,606	84.6%	NA	NA	27,575	57.2%	85,512	79.9%
16	128,440	72.2%	53,097	59.2%	46,227	78.9%	NA	NA	53,167	56.0%	140,130	80.2%
17	137,859	73.9%	48,443	74.9%	42,874	83.0%	35,331	66.1%	66,328	70.0%	127,516	82.5%
19	101,652	74.0%	33,905	64.4%	31,513	82.6%	33,454	69.0%	34,815	61.5%	98,801	80.3%
20	110,661	79.4%	50,363	75.0%	38,595	84.7%	44,686	79.5%	46,065	67.8%	108,868	85.1%
21	100,694	81.6%	50,393	75.4%	41,498	78.1%	34,868	77.4%	41,064	68.1%	116,654	84.6%
22	150,702	79.0%	84,120	70.7%	62,764	79.1%	56,197	67.1%	65,187	68.5%	176,202	83.8%
23	115,616	78.9%	39,521	67.4%	42,895	84.7%	24,602	59.8%	33,148	65.7%	140,282	85.5%
National	1,905,457	75.3%	952,314	70.2%	853,725	81.0%	572,606	66.7%	821,292	62.6%	2,317,598	83.7%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-3. Enrollees who are former smokers, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	61,683	73.4%	87,047	80.0%	5,608	83.9%
2	69,774	70.6%	116,025	78.7%	10,759	88.0%
4	82,526	75.3%	95,641	79.6%	NA	NA
5	38,622	61.1%	68,950	78.7%	2,956	79.4%
6	78,400	67.8%	135,817	77.7%	6,168	77.0%
7	104,239	68.0%	132,790	80.1%	7,078	65.3%
8	145,694	73.6%	175,639	83.1%	9,517	74.8%
9	70,094	65.9%	86,242	79.1%	NA	NA
10	141,697	65.2%	145,531	79.7%	9,080	70.0%
12	64,198	71.8%	93,971	81.2%	5,604	83.0%
15	62,246	61.6%	75,760	80.4%	NA	NA
16	100,827	61.4%	120,335	78.3%	6,602	78.3%
17	91,525	69.0%	129,786	80.8%	7,865	81.6%
19	64,140	63.9%	95,127	80.4%	7,803	82.7%
20	82,508	73.1%	110,769	84.1%	6,342	84.3%
21	73,818	75.6%	111,598	81.5%	7,171	81.5%
22	124,742	69.3%	165,013	82.7%	7,831	82.1%
23	79,067	72.9%	113,400	80.7%	5,566	82.5%
National	1,535,800	68.8%	2,059,441	80.5%	116,256	77.4%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-4. Enrollees who are unsuccessful quitters, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	8,609	51.4%	7,726	47.7%	NA	NA	NA	NA	8,263	57.6%	7,535	48.3%
2	16,419	62.1%	8,139	52.0%	7,023	46.5%	NA	NA	13,158	58.9%	8,815	47.0%
4	17,253	77.4%	7,752	50.0%	NA	NA	NA	NA	11,124	60.1%	10,063	50.0%
5	10,888	58.8%	7,420	50.7%	4,144	51.1%	NA	NA	9,867	51.3%	5,602	44.9%
6	27,932	69.4%	9,227	43.6%	NA	NA	NA	NA	18,728	52.3%	9,418	50.1%
7	23,293	51.7%	13,639	59.4%	NA	NA	NA	NA	25,917	60.1%	11,415	52.3%
8	30,528	69.8%	19,141	65.9%	NA	NA	NA	NA	21,622	64.5%	17,580	53.3%
9	16,827	49.5%	7,989	42.5%	NA	NA	NA	NA	12,236	43.9%	8,622	44.0%
10	27,875	54.1%	21,959	50.6%	NA	NA	NA	NA	26,013	51.2%	19,328	48.0%
12	8,084	42.9%	8,833	55.6%	NA	NA	NA	NA	10,070	56.5%	8,294	47.9%
15	13,838	45.5%	6,097	31.8%	NA	NA	NA	NA	NA	NA	9,686	47.3%
16	25,415	55.0%	19,688	56.4%	NA	NA	NA	NA	21,411	52.5%	16,908	53.7%
17	30,784	65.7%	7,941	52.5%	NA	NA	NA	NA	17,864	64.0%	13,351	55.4%
19	22,913	67.3%	6,693	37.0%	NA	NA	NA	NA	10,333	48.1%	10,602	48.5%
20	14,854	52.2%	7,193	46.8%	NA	NA	NA	NA	10,586	49.1%	8,195	47.9%
21	10,774	49.9%	8,135	52.7%	NA	NA	NA	NA	10,046	53.4%	9,237	48.7%
22	22,918	59.5%	16,095	48.4%	NA	NA	NA	NA	15,381	51.7%	13,255	44.6%
23	14,104	47.4%	7,214	40.8%	3,332	46.5%	NA	NA	8,603	50.5%	10,673	48.6%
National	343,308	57.9%	190,881	49.9%	95,564	51.5%	172,385	62.1%	258,793	53.9%	198,579	49.2%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life and currently smoke, by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-4. Enrollees who are unsuccessful quitters, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	12,805	59.8%	7,019	33.3%	NA	NA
2	13,018	48.9%	17,923	61.0%	NA	NA
4	15,264	62.3%	13,678	59.4%	NA	NA
5	11,031	48.2%	10,848	61.3%	NA	NA
6	18,458	54.0%	23,537	64.8%	NA	NA
7	26,830	56.3%	17,757	57.7%	NA	NA
8	33,779	68.4%	21,478	64.2%	NA	NA
9	16,978	49.3%	11,242	50.9%	NA	NA
10	38,739	53.7%	16,900	47.9%	NA	NA
12	13,969	57.2%	10,242	49.3%	NA	NA
15	12,884	34.3%	9,563	53.9%	NA	NA
16	32,076	53.2%	19,134	63.2%	NA	NA
17	24,895	63.5%	15,640	55.4%	NA	NA
19	16,351	46.1%	16,066	74.1%	NA	NA
20	16,176	56.1%	9,319	45.6%	NA	NA
21	10,503	46.5%	13,317	54.9%	NA	NA
22	27,729	52.8%	17,245	52.6%	NA	NA
23	13,091	47.9%	11,215	42.7%	NA	NA
National	354,576	53.6%	262,123	55.6%	13,056	46.0%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life and currently smoke, by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.5 Health Status

Table A.5-1. Enrollees' perceived health status, by priority group and VISN

VISN	Priority groups 1-3			
	Excellent/Very good/Good		Fair/Poor	
1	134,085	80.5%	31,863	19.1%
2	118,511	70.9%	47,982	28.7%
4	127,822	75.3%	40,399	23.8%
5	128,931	71.6%	49,595	27.5%
6	222,666	69.1%	98,577	30.6%
7	266,253	70.0%	109,630	28.8%
8	244,753	66.6%	120,346	32.8%
9	132,681	64.6%	71,750	34.9%
10	224,158	70.9%	89,685	28.4%
12	119,768	78.0%	31,969	20.8%
15	111,688	68.5%	49,347	30.2%
16	191,557	60.7%	122,319	38.7%
17	261,415	69.2%	115,025	30.4%
19	196,393	73.1%	70,621	26.3%
20	189,680	73.6%	66,893	25.9%
21	170,851	71.8%	65,263	27.4%
22	295,785	75.1%	96,091	24.4%
23	178,056	76.2%	54,733	23.4%
National	3,315,053	70.9%	1,332,088	28.5%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-1. Enrollees' perceived health status, by priority group and VISN (continued)

VISN	Priority groups 4-6			
	Excellent/Very good/Good		Fair/Poor	
1	63,260	77.5%	17,979	22.0%
2	90,177	77.7%	23,749	20.5%
4	83,233	74.2%	27,705	24.7%
5	50,747	74.0%	17,580	25.6%
6	91,007	74.9%	29,880	24.6%
7	96,376	68.5%	42,654	30.3%
8	151,985	74.1%	50,444	24.6%
9	64,153	67.8%	29,776	31.5%
10	145,514	74.0%	49,723	25.3%
12	71,577	68.1%	32,829	31.2%
15	61,627	70.2%	25,231	28.8%
16	102,576	69.5%	42,760	29.0%
17	88,887	75.5%	27,843	23.6%
19	71,662	76.7%	20,807	22.3%
20	81,831	75.9%	25,119	23.3%
21	90,423	79.1%	22,386	19.6%
22	144,709	76.1%	43,574	22.9%
23	64,397	74.9%	20,473	23.8%
National	1,614,141	73.8%	550,512	25.2%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-1. Enrollees' perceived health status, by priority group and VISN (continued)

VISN	Priority groups 7-8			
	Excellent/Very good/Good		Fair/Poor	
1	74,955	84.8%	12,495	14.1%
2	112,300	78.8%	28,099	19.7%
4	95,248	83.4%	16,929	14.8%
5	53,552	82.2%	11,107	17.0%
6	76,942	81.0%	16,332	17.2%
7	79,744	75.4%	24,866	23.5%
8	136,640	86.4%	19,778	12.5%
9	55,819	81.1%	12,554	18.2%
10	121,728	82.7%	22,914	15.6%
12	86,069	80.2%	17,013	15.9%
15	59,336	82.2%	11,938	16.5%
16	87,431	79.3%	21,158	19.2%
17	75,825	80.5%	18,090	19.2%
19	67,146	84.0%	12,452	15.6%
20	65,741	82.0%	13,185	16.4%
21	78,266	83.9%	14,451	15.5%
22	120,001	83.5%	22,753	15.8%
23	71,966	75.6%	22,066	23.2%
National	1,518,709	81.6%	318,180	17.1%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-2. Enrollees' perceived health status, by age and VISN

VISN	<45			
	Excellent/Very good/Good		Fair/Poor	
1	54,291	83.9%	NA	NA
2	64,153	73.2%	23,487	26.8%
4	NA	NA	NA	NA
5	54,990	71.9%	21,464	28.1%
6	88,504	73.2%	NA	NA
7	92,477	77.5%	NA	NA
8	77,046	63.2%	44,424	36.4%
9	46,575	63.5%	NA	NA
10	81,263	71.1%	NA	NA
12	73,731	83.9%	NA	NA
15	58,123	79.7%	NA	NA
16	78,767	63.3%	45,591	36.7%
17	102,714	70.8%	42,430	29.2%
19	85,743	77.3%	25,110	22.7%
20	81,717	71.8%	NA	NA
21	75,200	75.8%	NA	NA
22	147,646	77.5%	42,876	22.5%
23	63,186	73.6%	NA	NA
National	1,374,622	73.5%	491,686	26.3%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-2. Enrollees' perceived health status, by age and VISN (continued)

VISN	45-64			
	Excellent/Very good/Good		Fair/Poor	
1	73,692	83.7%	14,341	16.3%
2	80,611	77.1%	22,889	21.9%
4	81,214	79.5%	20,289	19.9%
5	85,641	77.3%	23,918	21.6%
6	138,278	75.2%	44,690	24.3%
7	172,858	70.0%	69,708	28.2%
8	153,996	72.8%	56,676	26.8%
9	92,165	73.7%	32,497	26.0%
10	147,807	75.6%	46,936	24.0%
12	62,495	74.3%	21,327	25.3%
15	64,147	68.6%	28,732	30.7%
16	122,844	66.4%	60,629	32.8%
17	144,704	71.3%	57,578	28.4%
19	94,990	75.5%	30,646	24.4%
20	108,710	79.3%	27,860	20.3%
21	98,163	77.8%	27,165	21.5%
22	164,341	77.3%	47,420	22.3%
23	69,107	79.0%	17,602	20.1%
National	1,955,763	74.6%	650,903	24.8%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-2. Enrollees' perceived health status, by age and VISN (continued)

VISN	65+			
	Excellent/Very good/Good		Fair/Poor	
1	144,317	78.5%	37,567	20.4%
2	176,224	75.5%	53,454	22.9%
4	176,593	75.8%	52,260	22.4%
5	92,598	73.2%	32,900	26.0%
6	163,832	70.0%	67,733	28.9%
7	177,037	68.0%	80,606	31.0%
8	302,336	76.1%	89,468	22.5%
9	113,913	66.8%	54,856	32.2%
10	262,329	74.9%	82,995	23.7%
12	141,188	72.8%	47,032	24.3%
15	110,380	70.4%	44,490	28.4%
16	179,952	68.1%	80,016	30.3%
17	178,709	74.0%	60,950	25.2%
19	154,468	75.2%	48,123	23.4%
20	146,826	75.4%	45,164	23.2%
21	166,177	75.4%	50,973	23.1%
22	248,507	76.6%	72,121	22.2%
23	182,125	75.4%	57,478	23.8%
National	3,117,511	73.7%	1,058,186	25.0%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100 percent due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-3. Enrollees' perceived health status, by income and VISN

VISN	<\$35,000						\$35,000+					
	Excellent/Very good/Good		Fair/Poor		Missing		Excellent/Very good/Good		Fair/Poor		Missing	
1	88,168	71.6%	34,022	27.6%	NA	NA	175,845	86.7%	26,247	12.9%	NA	NA
2	109,860	69.6%	45,164	28.6%	NA	NA	201,896	80.2%	48,398	19.2%	NA	NA
4	123,513	70.8%	47,188	27.1%	NA	NA	178,210	84.8%	31,169	14.8%	NA	NA
5	64,010	61.4%	39,679	38.0%	NA	NA	165,872	82.2%	34,983	17.3%	NA	NA
6	119,213	60.1%	77,257	39.0%	NA	NA	260,086	80.1%	63,317	19.5%	NA	NA
7	160,226	62.4%	93,345	36.4%	NA	NA	269,505	78.1%	73,876	21.4%	NA	NA
8	223,667	69.4%	94,889	29.5%	NA	NA	294,151	75.9%	91,602	23.6%	NA	NA
9	98,727	63.7%	55,136	35.6%	NA	NA	148,668	72.5%	55,344	27.0%	NA	NA
10	214,648	69.0%	92,932	29.9%	NA	NA	264,264	80.5%	63,365	19.3%	NA	NA
12	98,134	69.8%	41,386	29.4%	NA	NA	173,548	82.0%	37,348	17.6%	NA	NA
15	97,829	67.3%	46,027	31.7%	NA	NA	131,473	78.1%	36,003	21.4%	NA	NA
16	158,965	61.9%	95,016	37.0%	NA	NA	215,575	71.8%	82,510	27.5%	NA	NA
17	146,651	66.3%	73,551	33.2%	NA	NA	263,222	75.8%	83,049	23.9%	NA	NA
19	119,071	70.9%	47,039	28.0%	NA	NA	205,831	80.0%	50,823	19.8%	NA	NA
20	116,544	70.0%	47,586	28.6%	NA	NA	209,308	79.1%	54,527	20.6%	NA	NA
21	123,956	74.3%	41,140	24.7%	NA	NA	205,777	78.4%	55,630	21.2%	NA	NA
22	200,652	71.2%	79,262	28.1%	NA	NA	345,772	81.1%	78,389	18.4%	NA	NA
23	107,964	69.9%	45,494	29.4%	NA	NA	196,505	79.3%	49,605	20.0%	NA	NA
National	2,371,798	67.7%	1,096,113	31.3%	37,336	1.1%	3,905,508	79.0%	1,016,185	20.6%	21,085	0.4%

Denominator is the enrollee population by income and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-4. Enrollees with ADL and IADL disabilities, by priority group and VISN

VISN	Priority groups 1-3							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	117,788	70.7%	23,162	13.9%	8,709	5.2%	16,861	10.1%
2	97,389	58.3%	33,838	20.2%	13,086	7.8%	22,832	13.7%
4	101,661	59.9%	28,747	16.9%	10,583	6.2%	28,666	16.9%
5	118,172	65.6%	31,829	17.7%	10,164	5.6%	19,927	11.1%
6	173,473	53.8%	66,035	20.5%	36,141	11.2%	46,647	14.5%
7	214,470	56.4%	74,118	19.5%	35,784	9.4%	55,717	14.7%
8	209,636	57.1%	71,060	19.3%	33,514	9.1%	53,245	14.5%
9	116,956	56.9%	32,335	15.7%	18,318	8.9%	37,868	18.4%
10	186,968	59.2%	69,602	22.0%	16,591	5.2%	42,874	13.6%
12	102,837	67.0%	22,494	14.6%	7,659	5.0%	20,571	13.4%
15	87,129	53.4%	35,465	21.7%	13,541	8.3%	27,027	16.6%
16	164,394	52.1%	75,357	23.9%	27,201	8.6%	48,748	15.4%
17	222,545	58.9%	72,854	19.3%	29,312	7.8%	53,049	14.0%
19	164,936	61.4%	53,238	19.8%	23,218	8.6%	27,240	10.1%
20	176,208	68.4%	41,471	16.1%	15,443	6.0%	24,680	9.6%
21	145,924	61.3%	45,248	19.0%	12,837	5.4%	34,073	14.3%
22	233,934	59.4%	71,532	18.2%	34,750	8.8%	53,848	13.7%
23	159,776	68.4%	33,341	14.3%	13,422	5.7%	27,184	11.6%
National	2,794,196	59.7%	881,726	18.9%	360,273	7.7%	641,057	13.7%

Denominator is the enrollee population by priority group and VISN.

Table A.5-4. Enrollees with ADL and IADL disabilities, by priority group and VISN (continued)

VISN	Priority groups 4-6							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	50,756	62.2%	14,604	17.9%	NA	NA	11,389	13.9%
2	72,503	62.4%	19,802	17.1%	5,851	5.0%	17,972	15.5%
4	78,185	69.7%	15,182	13.5%	NA	NA	13,467	12.0%
5	44,040	64.2%	10,965	16.0%	3,811	5.6%	9,733	14.2%
6	78,636	64.7%	18,480	15.2%	7,187	5.9%	17,235	14.2%
7	81,872	58.2%	22,453	16.0%	10,921	7.8%	25,391	18.1%
8	115,259	56.2%	42,929	20.9%	9,947	4.9%	36,871	18.0%
9	54,583	57.7%	18,268	19.3%	8,389	8.9%	13,391	14.2%
10	112,000	56.9%	40,555	20.6%	12,750	6.5%	31,411	16.0%
12	62,826	59.8%	19,476	18.5%	5,742	5.5%	17,034	16.2%
15	50,140	57.1%	20,705	23.6%	5,897	6.7%	11,001	12.5%
16	93,179	63.1%	22,530	15.3%	11,197	7.6%	20,747	14.1%
17	76,370	64.9%	19,420	16.5%	6,316	5.4%	15,638	13.3%
19	61,701	66.0%	13,825	14.8%	5,235	5.6%	12,681	13.6%
20	73,676	68.3%	15,807	14.7%	NA	NA	14,690	13.6%
21	73,303	64.1%	21,524	18.8%	6,792	5.9%	12,761	11.2%
22	126,100	66.4%	27,694	14.6%	9,896	5.2%	26,358	13.9%
23	53,815	62.6%	14,000	16.3%	4,868	5.7%	13,306	15.5%
National	1,358,944	62.1%	378,219	17.3%	128,721	5.9%	321,076	14.7%

Denominator is the enrollee population by priority group and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-4. Enrollees with ADL and IADL disabilities, by priority group and VISN (continued)

VISN	Priority groups 7-8							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	64,079	72.5%	11,374	12.9%	4,907	5.5%	8,060	9.1%
2	98,080	68.8%	21,784	15.3%	6,100	4.3%	16,507	11.6%
4	78,204	68.5%	18,922	16.6%	NA	NA	11,001	9.6%
5	48,398	74.3%	8,937	13.7%	2,960	4.5%	4,883	7.5%
6	71,335	75.1%	11,367	12.0%	NA	NA	9,310	9.8%
7	61,230	57.9%	23,948	22.6%	NA	NA	14,339	13.6%
8	115,321	72.9%	21,877	13.8%	NA	NA	15,043	9.5%
9	50,615	73.5%	9,551	13.9%	NA	NA	6,454	9.4%
10	105,269	71.6%	19,387	13.2%	NA	NA	16,606	11.3%
12	71,035	66.2%	13,291	12.4%	5,817	5.4%	17,147	16.0%
15	54,373	75.3%	9,198	12.7%	NA	NA	4,823	6.7%
16	78,846	71.5%	17,106	15.5%	NA	NA	11,137	10.1%
17	66,115	70.2%	12,262	13.0%	NA	NA	12,115	12.9%
19	57,425	71.8%	12,635	15.8%	NA	NA	7,767	9.7%
20	59,049	73.7%	8,296	10.3%	NA	NA	9,501	11.9%
21	65,366	70.1%	15,051	16.1%	4,901	5.3%	7,914	8.5%
22	107,371	74.7%	16,726	11.6%	5,167	3.6%	14,434	10.0%
23	66,096	69.4%	13,985	14.7%	5,202	5.5%	9,919	10.4%
National	1,318,207	70.8%	265,697	14.3%	80,463	4.3%	196,960	10.6%

Denominator is the enrollee population by priority group and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-5. Enrollees with ADL and IADL disabilities, by age and VISN

VISN	<45							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	51,647	79.8%	NA	NA	NA	NA	NA	NA
2	58,879	67.2%	NA	NA	NA	NA	NA	NA
4	NA	NA	NA	NA	NA	NA	NA	NA
5	57,138	74.7%	NA	NA	NA	NA	NA	NA
6	59,226	49.0%	NA	NA	NA	NA	NA	NA
7	60,734	50.9%	NA	NA	NA	NA	NA	NA
8	79,622	65.3%	NA	NA	NA	NA	NA	NA
9	49,684	67.8%	NA	NA	NA	NA	NA	NA
10	83,118	72.7%	NA	NA	NA	NA	NA	NA
12	67,820	77.1%	NA	NA	NA	NA	NA	NA
15	41,212	56.5%	NA	NA	NA	NA	NA	NA
16	66,992	53.9%	NA	NA	NA	NA	NA	NA
17	96,451	66.5%	NA	NA	NA	NA	NA	NA
19	71,793	64.8%	23,976	21.6%	NA	NA	NA	NA
20	88,078	77.3%	NA	NA	NA	NA	NA	NA
21	63,820	64.4%	NA	NA	NA	NA	NA	NA
22	124,005	65.1%	NA	NA	NA	NA	NA	NA
23	69,476	80.9%	NA	NA	NA	NA	NA	NA
National	1,230,824	65.8%	324,338	17.3%	100,309	5.4%	214,860	11.5%

Denominator is the enrollee population by age and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-5. Enrollees with ADL and IADL disabilities, by age and VISN (continued)

VISN	45-64							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	64,795	73.6%	9,890	11.2%	NA	NA	8,084	9.2%
2	73,102	69.9%	15,875	15.2%	NA	NA	11,906	11.4%
4	72,859	71.3%	13,103	12.8%	NA	NA	NA	NA
5	79,440	71.7%	14,906	13.4%	4,928	4.4%	11,586	10.5%
6	124,397	67.6%	28,120	15.3%	11,870	6.5%	19,542	10.6%
7	150,785	61.1%	41,139	16.7%	24,943	10.1%	29,957	12.1%
8	128,056	60.6%	39,062	18.5%	14,275	6.7%	30,094	14.2%
9	76,584	61.2%	19,582	15.7%	12,336	9.9%	16,601	13.3%
10	119,723	61.2%	41,145	21.0%	10,587	5.4%	24,027	12.3%
12	56,048	66.6%	13,386	15.9%	NA	NA	11,113	13.2%
15	59,913	64.1%	17,460	18.7%	NA	NA	8,431	9.0%
16	118,130	63.9%	28,715	15.5%	13,534	7.3%	24,550	13.3%
17	125,596	61.9%	32,013	15.8%	16,351	8.1%	29,093	14.3%
19	87,746	69.8%	16,984	13.5%	8,587	6.8%	12,422	9.9%
20	99,537	72.6%	16,832	12.3%	8,291	6.0%	12,457	9.1%
21	89,889	71.3%	17,815	14.1%	5,494	4.4%	12,934	10.3%
22	142,865	67.2%	31,097	14.6%	14,148	6.7%	24,557	11.5%
23	63,872	73.0%	11,769	13.4%	3,344	3.8%	8,530	9.7%
National	1,733,337	66.1%	408,893	15.6%	173,267	6.6%	307,743	11.7%

Denominator is the enrollee population by age and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-5. Enrollees with ADL and IADL disabilities, by age and VISN (continued)

VISN	65+							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	116,181	63.2%	32,761	17.8%	11,910	6.5%	22,989	12.5%
2	135,990	58.2%	44,993	19.3%	15,726	6.7%	36,774	15.8%
4	144,062	61.9%	38,494	16.5%	14,605	6.3%	35,733	15.3%
5	74,032	58.5%	24,073	19.0%	8,728	6.9%	19,672	15.6%
6	139,822	59.8%	40,690	17.4%	18,779	8.0%	34,694	14.8%
7	146,053	56.1%	49,917	19.2%	22,134	8.5%	42,241	16.2%
8	232,538	58.5%	74,569	18.8%	22,904	5.8%	67,180	16.9%
9	95,885	56.2%	32,544	19.1%	16,600	9.7%	25,524	15.0%
10	201,397	57.5%	70,976	20.3%	22,094	6.3%	55,557	15.9%
12	112,830	58.2%	36,376	18.8%	14,403	7.4%	30,256	15.6%
15	90,518	57.8%	30,819	19.7%	11,925	7.6%	23,420	14.9%
16	151,297	57.2%	51,819	19.6%	22,160	8.4%	39,040	14.8%
17	142,983	59.2%	46,328	19.2%	15,195	6.3%	36,997	15.3%
19	124,522	60.6%	38,740	18.9%	14,939	7.3%	27,246	13.3%
20	121,318	62.3%	35,557	18.3%	9,245	4.7%	28,690	14.7%
21	130,884	59.4%	46,516	21.1%	14,844	6.7%	28,159	12.8%
22	200,535	61.8%	56,632	17.4%	22,083	6.8%	45,373	14.0%
23	146,339	60.6%	40,607	16.8%	17,607	7.3%	36,950	15.3%
National	2,507,186	59.2%	792,411	18.7%	295,881	7.0%	636,495	15.0%

Denominator is the enrollee population by age and VISN.

Table A.5-6. Enrollees with ADL and IADL disabilities, by income and VISN

VISN	<\$35,000							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	73,738	59.8%	22,392	18.2%	8,397	6.8%	18,696	15.2%
2	87,472	55.4%	32,537	20.6%	11,949	7.6%	25,912	16.4%
4	100,045	57.4%	36,689	21.0%	8,726	5.0%	28,956	16.6%
5	58,043	55.6%	21,736	20.8%	7,487	7.2%	17,059	16.4%
6	104,573	52.7%	36,379	18.4%	21,808	11.0%	35,487	17.9%
7	121,563	47.3%	52,585	20.5%	26,812	10.4%	55,814	21.7%
8	165,377	51.3%	75,366	23.4%	23,628	7.3%	57,760	17.9%
9	80,540	52.0%	35,139	22.7%	16,234	10.5%	23,089	14.9%
10	155,328	49.9%	77,428	24.9%	21,914	7.0%	56,623	18.2%
12	76,722	54.6%	28,511	20.3%	8,560	6.1%	26,814	19.1%
15	73,127	50.3%	31,815	21.9%	12,464	8.6%	27,981	19.2%
16	136,221	53.0%	52,499	20.4%	21,828	8.5%	46,329	18.0%
17	120,006	54.2%	44,547	20.1%	18,959	8.6%	37,781	17.1%
19	87,633	52.2%	36,513	21.7%	15,365	9.2%	28,393	16.9%
20	100,510	60.4%	27,357	16.4%	11,969	7.2%	26,676	16.0%
21	98,151	58.8%	35,364	21.2%	9,451	5.7%	23,919	14.3%
22	160,128	56.8%	48,913	17.3%	28,812	10.2%	44,132	15.7%
23	84,183	54.5%	33,046	21.4%	11,634	7.5%	25,651	16.6%
National	1,883,360	53.7%	728,816	20.8%	285,997	8.2%	607,072	17.3%

Denominator is the enrollee population by income and VISN.

Table A.5-6. Enrollees with ADL and IADL disabilities, by income and VISN (continued)

VISN	\$35,000+							
	No ADL or IADL		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities	
1	153,080	75.5%	24,014	11.8%	9,909	4.9%	15,767	7.8%
2	171,897	68.2%	39,941	15.9%	11,946	4.7%	28,108	11.2%
4	153,617	73.1%	23,536	11.2%	10,720	5.1%	22,332	10.6%
5	147,190	72.9%	29,357	14.5%	8,863	4.4%	16,451	8.1%
6	207,748	64.0%	57,667	17.8%	23,597	7.3%	35,624	11.0%
7	221,370	64.2%	62,274	18.1%	24,898	7.2%	36,322	10.5%
8	262,878	67.8%	56,970	14.7%	24,857	6.4%	42,952	11.1%
9	137,227	66.9%	23,580	11.5%	12,343	6.0%	31,841	15.5%
10	238,120	72.5%	46,224	14.1%	12,696	3.9%	31,356	9.5%
12	150,745	71.2%	25,014	11.8%	9,594	4.5%	26,291	12.4%
15	112,464	66.8%	32,963	19.6%	9,563	5.7%	13,339	7.9%
16	189,995	63.3%	60,478	20.1%	18,577	6.2%	31,096	10.4%
17	232,119	66.9%	56,202	16.2%	18,781	5.4%	39,993	11.5%
19	187,564	72.9%	38,339	14.9%	14,163	5.5%	17,131	6.7%
20	198,885	75.2%	35,503	13.4%	9,686	3.7%	20,401	7.7%
21	177,768	67.7%	44,243	16.8%	14,044	5.3%	26,522	10.1%
22	295,361	69.3%	63,041	14.8%	20,176	4.7%	47,749	11.2%
23	186,854	75.4%	26,654	10.8%	11,012	4.4%	23,196	9.4%
National	3,424,882	69.3%	746,000	15.1%	265,425	5.4%	506,471	10.2%

Denominator is the enrollee population by income and VISN.

A.6 Digital Access

Table A.6-1. Enrollees' awareness and use of My HealtheVet website, by age and VISN

VISN	Aware of My HealtheVet ¹						Use My HealtheVet ²					
	<45		45-64		65+		<45		45-64		65+	
1	44,565	71.8%	50,394	64.9%	81,854	64.8%	NA	NA	31,472	62.5%	41,746	51.0%
2	64,928	74.2%	55,005	58.0%	77,824	49.5%	36,979	57.0%	31,257	56.8%	38,270	49.2%
4	52,111	85.5%	60,881	67.0%	88,588	62.1%	NA	NA	37,362	61.4%	44,662	50.4%
5	56,274	74.2%	64,186	63.4%	44,461	54.6%	42,420	75.4%	35,416	55.2%	21,345	48.0%
6	102,272	85.8%	119,773	70.5%	93,819	58.5%	64,459	63.0%	80,028	66.8%	53,065	56.6%
7	98,377	83.5%	161,681	72.2%	107,202	60.6%	71,090	72.3%	103,473	64.0%	65,702	61.3%
8	106,834	87.6%	145,940	75.0%	190,372	64.9%	70,195	65.7%	94,124	64.5%	111,121	58.4%
9	58,718	80.1%	75,928	68.1%	58,337	56.3%	NA	NA	40,111	52.8%	31,271	53.6%
10	80,037	72.9%	111,300	64.2%	132,805	61.7%	49,078	61.3%	67,852	61.0%	71,961	54.2%
12	55,983	64.2%	52,236	70.2%	77,019	59.5%	NA	NA	33,560	64.2%	39,867	51.8%
15	51,339	72.8%	56,418	66.7%	53,381	52.9%	NA	NA	32,243	57.2%	28,704	53.8%
16	87,770	71.3%	105,128	65.5%	99,600	59.2%	65,238	74.3%	60,476	57.5%	50,687	50.9%
17	113,557	78.5%	129,031	68.6%	94,313	55.7%	78,500	69.1%	87,040	67.5%	52,761	55.9%
19	79,592	71.8%	69,840	61.1%	76,918	53.3%	39,541	49.7%	39,428	56.5%	38,144	49.6%
20	90,116	79.7%	93,088	72.3%	79,277	54.3%	53,295	59.1%	50,561	54.3%	44,051	55.6%
21	66,984	68.5%	73,925	62.7%	89,576	54.5%	44,431	66.3%	42,702	57.8%	49,886	55.7%
22	134,961	71.9%	131,670	69.3%	140,827	58.2%	98,336	72.9%	77,509	58.9%	79,861	56.7%
23	57,572	68.5%	49,663	63.0%	91,896	60.2%	33,776	58.7%	27,695	55.8%	51,260	55.8%
National	1,401,990	75.9%	1,606,087	67.6%	1,678,069	58.4%	916,576	65.4%	972,309	60.5%	914,364	54.5%

¹ Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

"NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.6-2. Enrollees' awareness and use of My HealtheVet website, by priority group and VISN

VISN	Aware of My HealtheVet ¹						Use My HealtheVet ²					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	105,957	73.4%	36,120	61.6%	34,736	55.0%	67,649	63.8%	20,263	56.1%	15,667	45.1%
2	103,115	71.2%	47,172	56.3%	47,470	42.7%	59,742	57.9%	23,484	49.8%	23,280	49.0%
4	107,073	74.8%	52,058	69.9%	42,450	55.1%	73,671	68.8%	29,172	56.0%	21,487	50.6%
5	111,300	68.4%	26,455	56.9%	27,166	55.0%	72,627	65.3%	13,054	49.3%	13,500	49.7%
6	213,116	74.5%	58,770	65.4%	43,979	59.7%	136,397	64.0%	35,132	59.8%	26,023	59.2%
7	253,715	76.6%	66,377	64.8%	47,169	55.6%	181,216	71.4%	36,826	55.5%	22,222	47.1%
8	260,300	78.5%	105,011	71.2%	77,835	59.3%	171,371	65.8%	57,357	54.6%	46,712	60.0%
9	129,600	74.6%	36,228	59.0%	27,154	50.9%	67,447	52.0%	21,225	58.6%	14,104	51.9%
10	197,761	74.7%	72,432	59.6%	53,948	48.2%	126,752	64.1%	39,145	54.0%	22,993	42.6%
12	103,485	76.5%	42,593	55.7%	39,161	49.5%	65,181	63.0%	21,601	50.7%	18,688	47.7%
15	96,970	69.7%	38,550	63.1%	25,618	46.1%	58,947	60.8%	21,264	55.2%	13,872	54.1%
16	196,197	71.6%	56,611	60.7%	39,689	46.9%	126,834	64.6%	31,007	54.8%	18,560	46.8%
17	245,507	72.7%	51,882	60.3%	39,513	50.5%	165,642	67.5%	30,987	59.7%	21,672	54.8%
19	159,618	66.7%	37,496	56.3%	29,234	46.0%	87,696	54.9%	15,540	41.4%	13,877	47.5%
20	171,523	72.1%	52,957	64.5%	38,001	56.0%	105,332	61.4%	24,707	46.7%	17,868	47.0%
21	143,197	68.1%	49,359	55.4%	37,929	47.0%	94,244	65.8%	23,556	47.7%	19,219	50.7%
22	253,597	71.4%	91,877	64.6%	61,985	50.6%	172,814	68.1%	51,914	56.5%	30,978	50.0%
23	129,972	68.1%	33,525	62.0%	35,634	50.3%	80,890	62.2%	15,982	47.7%	15,859	44.5%
National	2,982,003	72.7%	955,473	62.2%	748,671	51.3%	1,914,452	64.2%	512,216	53.6%	376,581	50.3%

¹ Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

Table A.6-3. Enrollees' awareness and use of My HealtheVet website, by income and VISN

VISN	Aware of My HealtheVet ¹				Use My HealtheVet ²			
	<\$35,000		\$35,000+		<\$35,000		\$35,000+	
1	56,997	69.7%	115,789	65.4%	31,493	55.3%	70,721	61.1%
2	67,148	63.1%	125,129	56.1%	36,037	53.7%	67,762	54.2%
4	77,163	73.1%	118,251	65.5%	43,481	56.3%	76,009	64.3%
5	47,066	67.9%	114,762	62.3%	27,957	59.4%	68,678	59.8%
6	100,062	70.2%	210,932	71.1%	68,233	68.2%	127,032	60.2%
7	138,926	75.0%	218,561	69.2%	96,375	69.4%	137,723	63.0%
8	175,554	74.8%	257,648	71.5%	110,214	62.8%	160,504	62.3%
9	61,328	61.3%	126,889	69.9%	34,866	56.9%	65,072	51.3%
10	140,766	69.6%	177,434	62.0%	80,632	57.3%	105,137	59.3%
12	61,210	63.0%	119,954	64.0%	30,980	50.6%	72,808	60.7%
15	69,456	68.7%	89,600	59.7%	42,424	61.1%	50,717	56.6%
16	111,987	65.4%	174,266	64.2%	68,413	61.1%	104,090	59.7%
17	119,942	73.8%	207,520	64.2%	79,683	66.4%	131,431	63.3%
19	77,835	63.6%	141,782	60.1%	35,822	46.0%	77,068	54.4%
20	90,653	70.9%	165,068	66.2%	50,736	56.0%	92,670	56.1%
21	77,851	60.0%	142,955	60.0%	41,923	53.9%	87,581	61.3%
22	143,818	68.8%	255,229	64.3%	90,162	62.7%	162,454	63.7%
23	55,425	61.7%	139,032	63.5%	28,309	51.1%	81,726	58.8%
National	1,673,187	68.6%	2,900,801	64.8%	997,740	59.6%	1,739,183	60.0%

¹ Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

Table A.6-4. Enrollees' reported reasons for using My HealtheVet website, by VISN

VISN	Look for health information		Communicate with health care provider		See lab test results		Read provider's notes from visits		See VA appointments	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	78,739	76.0%	64,992	62.7%	69,149	66.8%	61,126	59.0%	75,347	72.7%
2	84,375	79.2%	55,939	52.5%	71,749	67.4%	60,060	56.4%	80,288	75.4%
4	95,192	76.6%	73,960	59.5%	84,934	68.3%	69,290	55.7%	98,623	79.3%
5	76,458	77.1%	64,980	65.5%	59,715	60.2%	57,735	58.2%	72,165	72.8%
6	149,309	75.6%	139,353	70.5%	142,953	72.4%	126,032	63.8%	159,527	80.8%
7	185,620	77.3%	152,573	63.5%	164,090	68.3%	141,830	59.0%	190,768	79.4%
8	202,375	73.5%	181,329	65.8%	195,661	71.0%	175,649	63.8%	208,547	75.7%
9	78,356	76.2%	57,926	56.4%	74,073	72.1%	56,966	55.4%	73,495	71.5%
10	140,102	74.2%	109,745	58.1%	132,232	70.0%	108,027	57.2%	140,701	74.5%
12	80,301	76.1%	62,152	58.9%	72,006	68.3%	56,731	53.8%	80,483	76.3%
15	72,977	77.6%	57,211	60.8%	69,283	73.6%	59,190	62.9%	74,847	79.6%
16	143,162	81.2%	113,953	64.6%	120,548	68.3%	97,589	55.3%	144,270	81.8%
17	167,855	76.9%	132,000	60.5%	150,584	69.0%	124,683	57.1%	174,180	79.8%
19	83,019	70.9%	69,783	59.6%	72,320	61.8%	63,655	54.4%	81,663	69.7%
20	108,770	73.5%	96,349	65.1%	94,950	64.2%	82,753	55.9%	103,434	69.9%
21	101,046	73.7%	88,894	64.9%	91,911	67.1%	80,419	58.7%	102,332	74.7%
22	189,333	74.0%	156,847	61.3%	181,072	70.8%	155,280	60.7%	193,332	75.6%
23	76,459	67.8%	65,356	58.0%	80,150	71.1%	62,138	55.1%	79,922	70.9%
National	2,113,448	75.4%	1,743,342	62.2%	1,927,380	68.8%	1,639,153	58.5%	2,133,924	76.1%

Denominator is the enrollee population who were Internet users and who indicated they were both aware of and users of My HealtheVet, by VISN.

Table A.6-4. Enrollees' reported reasons for using My HealtheVet website, by VISN (continued)

VISN	Refill prescriptions		Enter information into Personal Health Record (PHR)		Some other reason	
1	70,177	67.8%	33,584	32.4%	22,001	21.2%
2	67,932	63.8%	33,566	31.5%	18,016	16.9%
4	87,777	70.6%	51,107	41.1%	28,848	23.2%
5	61,310	61.8%	41,042	41.4%	22,752	22.9%
6	131,359	66.5%	76,808	38.9%	48,839	24.7%
7	184,927	77.0%	92,892	38.7%	61,977	25.8%
8	200,305	72.7%	96,803	35.1%	54,114	19.6%
9	67,157	65.3%	31,417	30.6%	20,503	19.9%
10	131,549	69.6%	62,921	33.3%	30,231	16.0%
12	76,122	72.2%	39,574	37.5%	18,752	17.8%
15	66,944	71.2%	35,310	37.5%	19,808	21.1%
16	134,970	76.5%	74,859	42.4%	51,173	29.0%
17	153,022	70.1%	85,283	39.1%	56,731	26.0%
19	79,028	67.5%	40,379	34.5%	23,405	20.0%
20	105,078	71.0%	58,704	39.7%	29,820	20.2%
21	86,645	63.2%	54,682	39.9%	28,304	20.7%
22	164,531	64.3%	95,386	37.3%	61,756	24.2%
23	80,301	71.2%	32,767	29.1%	18,897	16.8%
National	1,949,134	69.5%	1,037,084	37.0%	615,927	22.0%

Denominator is the enrollee population who were Internet users and who indicated they were both aware of and users of My HealtheVet, by VISN.

A.7 Enrollees' Views of VA and Non-VA Health Care

Table A.7-1. Enrollees' perceptions of VA health care services at a VA facility, by VISN

VISN	Easy to get appointments within reasonable time		Available appointments at convenient hours/days		Appointments took place as scheduled		Easy access to the VA facility		Short wait times after arriving for appointment	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	179,080	87.1%	179,475	87.2%	181,367	88.2%	174,535	84.8%	177,217	86.1%
2	206,975	85.5%	207,416	85.7%	212,666	87.9%	207,978	85.9%	196,445	81.2%
4	234,323	88.3%	239,908	90.4%	243,907	91.9%	229,728	86.6%	234,754	88.5%
5	134,595	78.4%	139,681	81.3%	145,694	84.8%	135,288	78.8%	133,021	77.4%
6	263,804	74.1%	287,359	80.7%	299,656	84.1%	296,588	83.3%	285,473	80.1%
7	308,908	75.5%	334,755	81.8%	325,872	79.7%	332,965	81.4%	300,140	73.4%
8	411,953	80.2%	438,478	85.4%	447,292	87.1%	442,419	86.2%	403,552	78.6%
9	197,873	81.4%	210,022	86.4%	215,096	88.5%	201,219	82.8%	200,025	82.3%
10	361,217	83.0%	367,847	84.6%	380,105	87.4%	370,068	85.1%	354,024	81.4%
12	202,908	81.2%	206,832	82.8%	218,185	87.3%	210,448	84.2%	204,039	81.7%
15	178,524	82.7%	189,275	87.7%	194,855	90.2%	187,050	86.6%	177,801	82.3%
16	290,678	78.9%	307,103	83.3%	315,119	85.5%	304,658	82.7%	265,221	72.0%
17	281,822	73.8%	302,351	79.2%	318,145	83.4%	316,909	83.0%	288,276	75.5%
19	217,109	78.0%	230,403	82.8%	243,018	87.3%	236,466	85.0%	222,681	80.0%
20	218,993	80.4%	235,443	86.5%	245,946	90.3%	234,825	86.2%	229,094	84.1%
21	213,909	77.6%	232,205	84.2%	234,329	85.0%	226,100	82.0%	225,475	81.8%
22	342,576	77.5%	361,649	81.8%	381,511	86.3%	367,510	83.2%	348,884	79.0%
23	247,535	86.4%	249,119	87.0%	255,054	89.0%	251,989	88.0%	242,709	84.7%
National	4,492,783	80.1%	4,719,321	84.1%	4,857,819	86.6%	4,726,742	84.2%	4,488,831	80.0%

Denominator is the enrollee population that used any VA health care services (at a VA facility) on or after January 1, 2019.

Table A.7-1. Enrollees' perceptions of VA health care services at a VA facility, by VISN (continued)

VISN	Getting around facility was easy		Personnel were welcoming and helpful	
	Count	Percentage	Count	Percentage
1	185,821	90.3%	190,762	92.7%
2	217,359	89.8%	219,379	90.7%
4	242,215	91.3%	248,577	93.7%
5	148,388	86.4%	147,587	85.9%
6	311,124	87.3%	311,251	87.4%
7	351,900	86.0%	344,987	84.3%
8	462,492	90.1%	453,495	88.3%
9	205,369	84.5%	216,795	89.2%
10	382,689	88.0%	386,381	88.8%
12	223,315	89.4%	225,048	90.1%
15	187,773	87.0%	197,772	91.6%
16	326,051	88.5%	324,951	88.2%
17	341,384	89.4%	323,990	84.9%
19	248,548	89.3%	251,262	90.3%
20	246,759	90.6%	252,056	92.6%
21	250,073	90.7%	252,711	91.7%
22	383,564	86.8%	396,048	89.6%
23	257,262	89.8%	261,424	91.3%
National	4,972,087	88.6%	5,004,475	89.2%

Denominator is the enrollee population that used any VA health care services (at a VA facility) on or after January 1, 2019.

Table A.7-1a. Enrollees' perceptions of health care services at non-VA facility, by VISN

VISN	Easy to get appointments within reasonable time		Available appointments at convenient hours/days		Appointments took place as scheduled		Easy access to the VA-approved facility		Short wait times after arriving for appointment	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	50,109	84.4%	51,668	87.0%	52,201	87.9%	48,858	82.2%	51,448	86.6%
2	41,638	84.6%	43,032	87.5%	42,628	86.7%	39,909	81.1%	41,520	84.4%
4	53,639	77.9%	56,017	81.4%	60,058	87.2%	59,047	85.8%	57,451	83.4%
5	44,528	80.5%	46,484	84.0%	47,963	86.7%	46,711	84.4%	42,502	76.8%
6	131,281	86.6%	133,464	88.1%	136,780	90.2%	130,818	86.3%	130,650	86.2%
7	109,282	76.6%	120,967	84.8%	123,104	86.3%	120,407	84.4%	119,293	83.6%
8	124,374	82.3%	131,507	87.1%	133,282	88.2%	125,882	83.3%	124,158	82.2%
9	81,211	85.3%	83,682	87.9%	83,177	87.3%	77,648	81.5%	81,466	85.5%
10	106,054	81.2%	111,417	85.3%	114,800	87.9%	110,939	84.9%	112,382	86.0%
12	56,060	82.5%	56,483	83.1%	57,635	84.8%	56,587	83.2%	57,344	84.4%
15	84,484	87.5%	85,839	88.9%	88,798	92.0%	80,272	83.1%	82,193	85.1%
16	118,742	84.8%	123,039	87.9%	123,857	88.5%	118,034	84.3%	117,815	84.2%
17	145,123	84.5%	151,759	88.4%	153,136	89.2%	142,863	83.2%	139,438	81.2%
19	108,287	82.9%	115,733	88.6%	117,272	89.8%	110,059	84.3%	111,251	85.2%
20	113,388	83.3%	119,516	87.8%	121,388	89.2%	116,372	85.5%	117,836	86.6%
21	80,953	79.6%	84,305	82.9%	86,226	84.7%	82,083	80.7%	84,160	82.7%
22	129,536	76.6%	140,121	82.9%	146,598	86.7%	135,712	80.3%	129,746	76.8%
23	89,015	87.6%	91,188	89.8%	92,710	91.3%	88,005	86.6%	89,569	88.2%
National	1,667,706	82.6%	1,746,223	86.5%	1,781,614	88.2%	1,690,206	83.7%	1,690,222	83.7%

Denominator is the enrollee population that used health care services (at a provider other than VA) on or after January 1, 2019.

Table A.7-1a. Enrollees' perceptions of health care services at non-VA facility, by VISN (continued)

VISN	Getting around facility was easy		Personnel were welcoming and helpful	
	Count	Percentage	Count	Percentage
1	53,087	89.4%	53,123	89.4%
2	42,935	87.3%	43,419	88.3%
4	59,050	85.8%	60,068	87.3%
5	48,558	87.8%	47,846	86.5%
6	133,033	87.8%	137,568	90.8%
7	127,395	89.3%	126,136	88.4%
8	133,781	88.6%	132,813	87.9%
9	86,462	90.8%	83,854	88.0%
10	115,985	88.8%	115,765	88.6%
12	56,267	82.8%	58,926	86.7%
15	84,198	87.2%	87,437	90.6%
16	125,366	89.6%	125,060	89.4%
17	151,131	88.0%	153,438	89.3%
19	118,799	90.9%	118,877	91.0%
20	122,783	90.2%	122,761	90.2%
21	89,101	87.6%	88,214	86.7%
22	147,281	87.1%	143,833	85.1%
23	92,347	90.9%	92,651	91.2%
National	1,787,558	88.5%	1,791,789	88.7%

Denominator is the enrollee population that used health care services (at a provider other than VA) on or after January 1, 2019.

Table A.7-2. Enrollees who indicated “satisfied” or “very satisfied” about the health care services received at a VA facility, by VISN

VISN	Respect shown to you by health care professionals		How clearly your health care providers explained your health problems		How clearly your health care providers explained options and choices about care with you		Opportunities for you to participate in decisions about your care		The way providers listened to you	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	188,752	91.8%	181,482	88.2%	174,682	84.9%	177,412	86.2%	179,061	87.0%
2	222,632	92.0%	216,072	89.3%	211,419	87.4%	204,628	84.6%	210,234	86.9%
4	248,500	93.7%	238,472	89.9%	234,749	88.5%	233,435	88.0%	237,334	89.5%
5	150,962	87.9%	147,076	85.6%	142,002	82.7%	140,279	81.7%	142,899	83.2%
6	316,533	88.9%	294,211	82.6%	281,656	79.1%	286,082	80.3%	289,075	81.2%
7	347,214	84.9%	327,749	80.1%	314,552	76.9%	321,096	78.5%	321,255	78.5%
8	465,001	90.5%	440,895	85.9%	423,427	82.5%	420,231	81.8%	427,858	83.3%
9	215,168	88.5%	202,430	83.3%	196,341	80.7%	198,670	81.7%	197,521	81.2%
10	381,038	87.6%	370,066	85.1%	359,096	82.6%	357,322	82.2%	359,183	82.6%
12	225,428	90.2%	218,199	87.4%	212,279	85.0%	211,110	84.5%	212,738	85.2%
15	195,036	90.3%	186,293	86.3%	182,054	84.3%	182,280	84.4%	173,308	80.3%
16	327,502	88.9%	310,944	84.4%	294,829	80.0%	294,642	79.9%	300,609	81.6%
17	339,051	88.8%	315,975	82.8%	303,762	79.6%	305,219	80.0%	303,202	79.4%
19	249,195	89.5%	237,089	85.2%	226,664	81.4%	227,525	81.7%	230,013	82.6%
20	247,127	90.7%	236,453	86.8%	231,533	85.0%	228,658	84.0%	230,250	84.5%
21	245,854	89.2%	227,619	82.6%	219,244	79.5%	220,220	79.9%	222,579	80.7%
22	396,583	89.8%	381,726	86.4%	361,519	81.8%	357,096	80.8%	367,784	83.2%
23	259,913	90.7%	250,081	87.3%	246,381	86.0%	245,240	85.6%	245,303	85.6%
National	5,021,488	89.5%	4,782,832	85.2%	4,616,188	82.3%	4,611,144	82.2%	4,650,206	82.9%

Denominator is the enrollee population that used any VA health care services (at a VA facility) on or after January 1, 2019.

Table A.7-2. Enrollees who indicated “satisfied” or “very satisfied” about the health care services received at a VA facility, by VISN (continued)

VISN	The manner in which your providers accepted you for who you are		The way your privacy was respected		Your ability to get referrals for specialist care or special equipment	
	Count	Percentage	Count	Percentage	Count	Percentage
1	184,268	89.6%	189,473	92.1%	167,480	81.4%
2	216,890	89.6%	218,919	90.5%	187,631	77.5%
4	240,545	90.7%	250,336	94.4%	205,022	77.3%
5	144,764	84.3%	150,669	87.7%	124,734	72.6%
6	296,097	83.1%	319,502	89.7%	255,138	71.6%
7	335,970	82.1%	357,356	87.4%	284,695	69.6%
8	446,771	87.0%	466,108	90.8%	374,870	73.0%
9	210,222	86.5%	223,992	92.1%	180,801	74.4%
10	374,284	86.1%	388,379	89.3%	321,940	74.0%
12	214,884	86.0%	226,316	90.6%	183,986	73.7%
15	185,485	85.9%	197,607	91.5%	158,791	73.5%
16	315,628	85.6%	332,772	90.3%	266,488	72.3%
17	320,508	84.0%	341,470	89.5%	265,747	69.6%
19	239,956	86.2%	252,331	90.7%	204,690	73.5%
20	236,251	86.8%	251,511	92.4%	207,752	76.3%
21	234,805	85.2%	246,895	89.6%	202,774	73.6%
22	382,500	86.6%	403,410	91.3%	332,546	75.3%
23	255,239	89.1%	265,785	92.8%	220,786	77.1%
National	4,835,066	86.2%	5,082,833	90.6%	4,145,871	73.9%

Denominator is the enrollee population that used any VA health care services (at a VA facility) on or after January 1, 2019.

Table A.7-2a. Enrollees who indicated “satisfied” or “very satisfied” about the health care services received at non-VA facility, by VISN

VISN	Respect shown to you by health care professionals		How clearly your health care providers explained your health problems		How clearly your health care providers explained options and choices about care with you		Opportunities for you to participate in decisions about your care		The way providers listened to you	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	53,856	90.7%	50,682	85.3%	49,443	83.2%	49,047	82.6%	49,877	84.0%
2	42,749	86.9%	41,754	84.9%	41,537	84.4%	40,640	82.6%	39,767	80.8%
4	62,275	90.5%	60,081	87.3%	59,531	86.5%	57,264	83.2%	58,424	84.9%
5	46,787	84.6%	45,072	81.5%	46,148	83.4%	47,688	86.2%	46,544	84.1%
6	134,202	88.5%	129,307	85.3%	125,775	83.0%	124,503	82.1%	127,829	84.3%
7	123,262	86.4%	116,549	81.7%	110,990	77.8%	107,731	75.5%	116,819	81.9%
8	132,769	87.9%	128,837	85.3%	125,571	83.1%	127,567	84.5%	124,336	82.3%
9	86,234	90.5%	80,293	84.3%	80,632	84.7%	78,139	82.0%	81,502	85.6%
10	116,164	88.9%	114,371	87.6%	107,121	82.0%	106,253	81.3%	111,513	85.4%
12	60,843	89.5%	59,762	87.9%	57,599	84.7%	55,141	81.1%	57,550	84.7%
15	85,945	89.0%	82,340	85.3%	80,315	83.2%	76,028	78.7%	76,142	78.9%
16	123,072	87.9%	120,150	85.9%	113,827	81.3%	113,568	81.1%	117,476	83.9%
17	153,648	89.5%	148,426	86.4%	145,077	84.5%	142,996	83.3%	144,883	84.3%
19	117,294	89.8%	112,086	85.8%	108,675	83.2%	109,106	83.5%	107,915	82.6%
20	119,388	87.7%	118,933	87.4%	112,223	82.4%	115,974	85.2%	117,007	86.0%
21	88,657	87.1%	83,274	81.8%	81,277	79.9%	78,727	77.4%	81,602	80.2%
22	146,965	86.9%	141,068	83.5%	137,711	81.5%	132,458	78.4%	139,524	82.5%
23	91,602	90.2%	88,380	87.0%	86,255	84.9%	87,501	86.1%	87,791	86.4%
National	1,785,712	88.4%	1,721,364	85.2%	1,669,708	82.7%	1,650,330	81.7%	1,686,500	83.5%

Denominator is the enrollee population that used health care services (at a provider other than VA) on or after January 1, 2019.

Table A.7-2a. Enrollees who indicated “satisfied” or “very satisfied” about the health care services received at non-VA facility, by VISN (continued)

VISN	The manner in which your providers accepted you for who you are		The way your privacy was respected		Your ability to get referrals for specialist care or special equipment	
1	51,514	86.7%	52,166	87.8%	43,920	73.9%
2	42,383	86.2%	42,483	86.4%	37,191	75.6%
4	59,604	86.6%	61,655	89.6%	51,077	74.2%
5	48,601	87.8%	49,925	90.2%	38,133	68.9%
6	129,645	85.5%	137,587	90.8%	118,094	77.9%
7	119,496	83.7%	125,133	87.7%	98,886	69.3%
8	129,221	85.5%	127,267	84.3%	112,684	74.6%
9	81,964	86.0%	85,423	89.7%	73,789	77.5%
10	112,327	86.0%	115,913	88.7%	96,735	74.1%
12	59,298	87.2%	60,714	89.3%	52,178	76.8%
15	85,055	88.1%	89,009	92.2%	71,817	74.4%
16	121,600	86.9%	124,479	88.9%	105,872	75.7%
17	146,406	85.2%	152,875	89.0%	124,583	72.5%
19	113,131	86.6%	116,699	89.3%	104,107	79.7%
20	120,142	88.3%	121,319	89.1%	102,623	75.4%
21	87,424	85.9%	89,014	87.5%	70,556	69.3%
22	140,812	83.3%	146,858	86.9%	113,887	67.4%
23	90,547	89.1%	91,853	90.4%	83,530	82.2%
National	1,739,170	86.1%	1,790,371	88.7%	1,499,662	74.3%

Denominator is the enrollee population that used health care services (at a provider other than VA) on or after January 1, 2019.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN

VISN	Primary		Service-related disability		Specific condition		Medical devices	
1	127,007	37.7%	45,543	13.5%	25,826	7.7%	21,849	6.5%
2	155,821	36.6%	52,348	12.3%	28,307	6.6%	22,011	5.2%
4	155,534	39.3%	42,533	10.7%	24,216	6.1%	24,827	6.3%
5	120,153	38.3%	58,710	18.7%	15,084	4.8%	11,427	3.6%
6	248,325	46.1%	92,792	17.2%	35,094	6.5%	22,249	4.1%
7	268,692	42.9%	100,984	16.1%	42,062	6.7%	29,287	4.7%
8	340,056	46.5%	98,197	13.4%	53,652	7.3%	32,313	4.4%
9	183,847	49.8%	49,384	13.4%	22,706	6.2%	14,167	3.8%
10	294,832	44.7%	75,335	11.4%	48,450	7.3%	28,978	4.4%
12	166,572	45.5%	36,361	9.9%	22,864	6.2%	14,192	3.9%
15	156,563	48.5%	33,257	10.3%	19,195	5.9%	18,660	5.8%
16	258,997	45.2%	78,268	13.6%	29,650	5.2%	24,281	4.2%
17	273,398	46.4%	97,427	16.5%	28,902	4.9%	26,529	4.5%
19	191,189	43.3%	63,340	14.3%	30,769	7.0%	20,773	4.7%
20	211,100	47.4%	46,773	10.5%	30,604	6.9%	18,131	4.1%
21	208,932	46.9%	59,587	13.4%	26,056	5.8%	19,480	4.4%
22	321,825	44.2%	106,549	14.6%	45,197	6.2%	33,185	4.6%
23	182,939	44.1%	48,031	11.6%	29,010	7.0%	25,734	6.2%
National	3,865,782	44.3%	1,185,419	13.6%	557,644	6.4%	408,073	4.7%

Denominator is the enrollee population by VISN.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN (continued)

VISN	Prescriptions		Safety net		No plan to use VA	
1	24,160	7.2%	52,335	15.5%	20,058	6.0%
2	28,696	6.7%	75,410	17.7%	39,009	9.2%
4	34,422	8.7%	58,204	14.7%	27,901	7.0%
5	12,652	4.0%	57,669	18.4%	22,146	7.1%
6	20,125	3.7%	64,160	11.9%	27,772	5.2%
7	33,250	5.3%	82,270	13.1%	36,819	5.9%
8	33,603	4.6%	92,850	12.7%	41,328	5.7%
9	13,957	3.8%	45,784	12.4%	17,603	4.8%
10	41,154	6.2%	107,710	16.3%	33,090	5.0%
12	29,144	8.0%	52,357	14.3%	21,634	5.9%
15	16,401	5.1%	47,552	14.7%	15,042	4.7%
16	35,787	6.2%	80,014	13.9%	35,387	6.2%
17	23,573	4.0%	80,778	13.7%	32,508	5.5%
19	23,814	5.4%	67,243	15.2%	21,674	4.9%
20	16,957	3.8%	75,298	16.9%	30,320	6.8%
21	17,486	3.9%	69,677	15.6%	21,487	4.8%
22	27,307	3.8%	121,776	16.7%	36,790	5.1%
23	31,920	7.7%	52,200	12.6%	19,980	4.8%
National	464,408	5.3%	1,283,287	14.7%	500,548	5.7%

Denominator is the enrollee population by VISN.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN (continued)

VISN	Other		Missing	
1	NA	NA	15,762	4.7%
2	NA	NA	19,396	4.6%
4	NA	NA	19,765	5.0%
5	NA	NA	11,775	3.8%
6	NA	NA	22,547	4.2%
7	NA	NA	23,560	3.8%
8	NA	NA	33,284	4.6%
9	NA	NA	19,478	5.3%
10	NA	NA	21,529	3.3%
12	7,751	2.1%	15,055	4.1%
15	NA	NA	13,405	4.1%
16	NA	NA	23,167	4.0%
17	NA	NA	22,743	3.9%
19	NA	NA	20,672	4.7%
20	NA	NA	12,175	2.7%
21	7,219	1.6%	15,772	3.5%
22	NA	NA	30,155	4.1%
23	5,597	1.3%	19,501	4.7%
National	100,645	1.2%	359,741	4.1%

Denominator is the enrollee population by VISN.

"NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.7-4. Enrollees' use of VA services to meet their health care needs, by VISN

VISN	All		Most		Some		None	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	95,452	28.4%	52,060	15.5%	91,942	27.3%	83,525	24.8%
2	104,935	24.6%	76,066	17.9%	103,183	24.2%	122,750	28.8%
4	116,807	29.5%	72,105	18.2%	108,935	27.5%	87,648	22.1%
5	90,135	28.7%	43,846	14.0%	73,067	23.3%	95,559	30.5%
6	171,365	31.8%	105,248	19.5%	139,666	25.9%	106,157	19.7%
7	190,373	30.4%	126,298	20.2%	158,567	25.3%	136,160	21.7%
8	252,601	34.6%	147,058	20.1%	179,750	24.6%	127,998	17.5%
9	117,984	32.0%	82,900	22.5%	81,771	22.2%	73,009	19.8%
10	198,675	30.1%	133,097	20.2%	168,395	25.5%	132,638	20.1%
12	115,416	31.5%	72,279	19.8%	95,396	26.1%	63,312	17.3%
15	113,335	35.1%	62,298	19.3%	65,899	20.4%	63,815	19.8%
16	193,607	33.8%	99,678	17.4%	140,727	24.5%	116,723	20.3%
17	189,552	32.1%	121,239	20.6%	136,646	23.2%	124,756	21.2%
19	128,333	29.0%	91,184	20.6%	100,883	22.8%	97,143	22.0%
20	142,459	32.0%	82,690	18.5%	105,177	23.6%	100,895	22.6%
21	150,184	33.7%	78,942	17.7%	101,071	22.7%	95,768	21.5%
22	228,239	31.4%	138,977	19.1%	176,562	24.3%	154,540	21.2%
23	126,705	30.5%	84,837	20.4%	115,013	27.7%	70,670	17.0%
National	2,726,157	31.2%	1,670,802	19.1%	2,142,650	24.6%	1,853,066	21.2%

Denominator is the enrollee population by VISN.